

# MI Health Link

## transition to HIDE-SNP

### Community Partner Engagement

44

outreach  
activities with

- Beneficiaries.
- Advocates.
- Health plans.
- Providers.



From July to December 2022, MDHHS conducted several interviews with community partners.

Interviewees were asked about long-term support services (LTSS) and behavioral health integration, enrollment policies and recommendations for the future D-SNP model.

- Commonwealth Care Alliance (CCA)
- Michigan Elder Justice Initiative (MEJI)
- Area Agencies on Aging of Michigan (AAA)
- Community Mental Health Association of Michigan (CMHA)
- Health Care Association of Michigan (HCAM)
- Michigan Disability Rights Coalition
- Michigan Association of Health Plans (MAHP)
- Michigan Health and Hospital Association (MHA)
- Michigan Primary Care Association (MPCA)
- Virginia Medicaid
- Washington Home and Community Services and Aging
- Arizona Health Care Containment System
- Minnesota Senior Managed Care Programs

## Summary of Key Feedback



**Interviewees had mixed opinions** on which type of integrated model to pursue.



**Prioritize transparency and communication** with beneficiaries and partners throughout the transition process.



**Improve technological capabilities**, data sharing and communication across all coordinating entities.

Since May 2023, MDHHS engaged partners in many ways.



Interviewed **10** coordination-only D-SNPs.



Participated in **nine** MHL and D-SNP consumer advisory committees.



Analyzed survey results from 133 providers.



Hosted **one** information session with 244 attendees.

## Summary of Key Feedback

**Preserve valued features of MI Health Link**, such as use of a single card and \$0 copays, co-insurance, and deductibles.

**Strengthen care coordination**, using community health workers and local organizations to address social needs.

**Keep beneficiary protections** by providing enrollment flexibility and maintaining the ombudsman program.

**Improve long-term services and supports (LTSS) design and communication** between LTSS providers and health plans.

**Coordinate between health plans and behavioral health providers** to ensure effective care coordination and information-sharing.



## Beneficiary-focused engagements included:

### Survey

- Distributed a short survey to beneficiaries in MI Health Link and D-SNPs to gather feedback on their experience.

### Information sessions

- Updates on the transition and opportunities for questions and feedback were presented during two sessions in February 2024.
- You can review a recording of one of these sessions at [Michigan.gov/DSNP](https://michigan.gov/DSNP)

To provide additional feedback, contact [MDHHS-DSNP@michigan.gov](mailto:MDHHS-DSNP@michigan.gov).