



# MI HEALTH LINK

Linking Medicare and Medicaid for you  
**Bulletin July 2022**



## **Meet the MI Health Link Team: Kayla Parzynski**

Hello! My name is Kayla Parzynski and I am a MDHHS MI Health Link Contract Manager. I spend most of my workdays collaborating with our Integrated Care Organizations (ICOs) and partners at Centers for Medicare & Medicaid Services (CMS) to ensure our contract requirements are being met.

I received my bachelor's degree in Sociology and Legal Studies from Central Michigan University. Following undergrad, I completed my master's degree in Public and Judicial Administration at Michigan State University, go green! Prior to my employment with MDHHS, I worked

as a Provider Network Coordinator with Region 10 Prepaid In-Patient Health Plan (PIHP) where I led the implementation of various grants and initiatives, including the State Opioid Response (SOR). I am passionate about working to improve public health and wellness.

Outside of work, I spend most of my time with my baby nephew, my puppy (10- year-old boxer-mix) , and my fiancé. I recently moved from St. Clair to Oxford and have been enjoying getting settled into the area. I love gardening and spending as much time as possible out on the lake!

I look forward to continuing to work with and get to know you all. I am very proud to be an MDHHS MHL team member and I am excited to see where this program takes us!

-Kayla Parzynski

## Policy Notes

### MI Health Link Program, Contractual, and Policy Requirement Highlights

Integrated Care Organizations (ICOs) are required to develop and implement a strategy that uses a combination of initial screenings, assessments, assessment tools, functional assessments, referrals, administrative Claims data, etc. to help prioritize and determine the level of Care Coordination needed by each Enrollee.

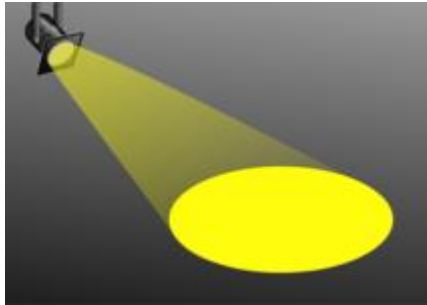
The ICO may also choose to use existing predictive modeling software to support the screening and assessment requirements but will not be required to do so.

The ICO is required to review program level data through CHAMPS and CareConnect360 or through files provided by MDHHS as part of the initial screening process. CareConnect360 contains past Medicare and Medicaid utilization data from the MDHHS Data Warehouse.

- **Within fifteen (15) calendar days of enrollment, the Integrated Care Organization (ICO) must review program level data and utilization data to assign initial risk stratification to prioritize outreach and to determine the need for the face-to-face assessments.**

This contract requirement was reviewed within the MHL Quality Workgroup and a list of promising practices that ICOs identified for operationalizing the requirement can be found [here](#).

For additional information on enrollee stratification requirements see the MI Health Link Three-Way Contract [here](#).



## MI Health Link Service Spotlight:

### Environmental Modifications

Environmental Modifications include physical adaptations to the home, required by the enrollee's Individual Integrated Care and Supports Plan (IICSP), that are necessary to ensure the health and welfare of the enrollee or that enable the enrollee to function with greater independence in the home. Such adaptations include the installation of ramps and grab bars, widening of doorways, modification of bathroom facilities, or installation of specialized electric and plumbing systems that are necessary to accommodate the medical equipment and supplies necessary for the welfare of the enrollee.

In order to qualify for an Environmental Modification Service all minimum standards for service delivery must be met. These standards include, but are not limited to:

The enrollee, with the direct assistance of the care coordinator/LTSS coordinator, when necessary, must make a reasonable effort to access all available funding sources, such as housing commission grants, Michigan State Housing Development Authority (MSHDA) and community development block grants. The enrollee's record must include evidence of efforts to apply for alternative funding sources and the acceptances or denials of these funding sources. The MHL waiver is a funding source of last resort.

- Care Coordinators must document any attempts they make to secure alternate funding (discussion with family on resources, internet research, phone calls, emails, ) in their case notes.

- A signed and dated statement by the care coordinator that they have made diligent attempts and were unable to find and/or secure alternative payment sources will satisfy this requirement for the Environmental Modification.
- If, in the Care Coordinator's assessment, the process to secure alternate funding sources (once initiated) will create a barrier to timely access to needed services that will have a negative impact on the beneficiary's health and welfare, the care coordinator should document this assessment and may proceed with implementing the environmental modification.

For additional details, including a comprehensive list of minimum standards for service delivery see section 19.9 of the [MI Health Link Minimum Operating Standards](#).

## Beneficiary Health and Welfare: Avoiding Scams



As shared in last month's bulletin, financial exploitation is on the rise and costs victims over 36 billion dollars each year. Since the start of the COVID-19 pandemic more and more individuals are isolated and lonely making them more vulnerable to scams. One of the most common scams is the Grandparent scam. There are variations to the grandparent scam, but typically a grandparent receives a frantic call from someone who they believe to be their grandchild, stating they are in big trouble with the police and need money to keep them out of jail. Then another person gets on the line stating they are an attorney or law enforcement officer and provides step by step instructions on what to do to keep their grandchild out of trouble, such as wiring money through Western Union, MoneyGram or getting multiple gift cards for payment. Many times, these scams go unreported because the victims are embarrassed and ashamed that they fell for the scam. It is important to be educated on the scams and how to protect yourself from becoming a victim. To learn more, click [here](#).

The scammers are always going to make you think it's an emergency to send the money now, but you have time. If your grandson/granddaughter is in jail, they are not going anywhere. Hang up the phone and call your grandson/granddaughter or other family members to verify their whereabouts. NEVER wire money, wiring money is like giving cash – once you send it, you can't get it back. If someone is asking you to pay in gift cards – that is a scam! No business, attorney or bail bondsman will ask for payment by gift cards.

*Other important tips to protect yourself and loved ones:*

- Don't answer the phone if you don't recognize the number – if it's someone or something important they'll leave a message.
- Don't send cash overnight
- Be suspicious if you get a call from a "grandchild" who says they are far away and in trouble.
- Never give out personal identifying information such as a SS #, banking information or credit card numbers.
- Be suspicious if you are told to not tell anyone about the call

If you are with a beneficiary and overhear a suspicious phone conversation or suspect they have been a victim of a scam, please educate the member to protect them and their hard-earned income. A critical incident report must be filed with MDHHS for exploitation and a complaint can be filed with the Federal Trade Commission at <https://reportfraud.ftc.gov/#/>.

## Education Opportunities

MSU College of Nursing Lifelong Education will be presenting the **2022 Case Management Conference** Tuesday October 25, 2022. The conference will be virtual and includes continuing education contact hours for nurses, social workers and certified case managers. For additional details see:

[2022 Case Management Conference: Pause, Refresh, Renew Registration, Tue, Oct 25, 2022 at 8:15 AM | Eventbrite](#)

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The Genesee County Sherrif's Office presents **E.D.G.E.: Educate, Defend, and Guard the Elderly**. September 22, 2022 8:00am-4:00pm in person at the Genesys Conference and Banquet Center. Register here: [Event registration \(google.com\)](#)



## Resource Link

### Senior Project FRESH/Market FRESH

The Senior Project Fresh/Market Fresh program is aimed at helping older adults eat healthier as they age.

The program provides participants free nutrition education and \$25 in coupons that can be exchanged for fresh fruits, vegetables, and other healthy foods sold at local farmers' markets and roadside stands.

Residents who are aged 60 or older with a total household income of \$25,142 or less for an individual, or \$33,874 for a couple, are eligible to apply for the program.

Residents who are aged 55 or older who belong to a Michigan federally recognized tribe or urban tribal group are also eligible.

Applicants must live in the county where coupons are obtained. The program runs from May 1 to October 31 each year.

MHL Care Coordinators should offer assistance to eligible enrollees that would like to participate in the program, please locate the interested individual's county lead agency by clicking on the Lead Agency Coupon Distribution Sites - County Contacts link [here](#).

# State Advisory Committees on Health Disparities Seeks MI Health Link Member Participation

For several months, MDHHS has been recruiting members for statewide advisory committees tasked with exploring and addressing health disparities across home and community based service programs. These committees will examine what causes health inequities for people who need services and will suggest changes so it is easier for everyone to get those needed services.

The advisory committees will provide a way for people to share ideas on health equity. MDHHS is currently seeking members receiving services through the MI Health Link Program to participate. The committees will be tasked with things like:

- Reviewing data to learn how findings affect access to care and services.
- Looking for gaps in data.
- Reviewing MDHHS messages about home and community-based services.
- Reviewing messages and surveys to send to people to get more data.
- Identifying how MDHHS can get information about the public's knowledge of services.
- Identifying how to get information about the public's experiences with services.
- Identifying people who can help gather data on health equity.
- Making suggestions on ideas to improve health equity.

MI Health Link care coordinators should share this opportunity with their members and member's family members and encourage and assist those interested in applying. Those who want to be considered for the Committees can submit an application via email to [MDHHS-HASA-HCBSHealthEquity@michigan.gov](mailto:MDHHS-HASA-HCBSHealthEquity@michigan.gov) or by [completing an online application](#).



## Q & A: Your Questions About MI Health Link

*If you have a question about the MHL program we want to hear from you. We will work to get you the information you need.\**

**Q:** *I have submitted and closed a critical incident in the MI Health Link CIM database and now need to edit the incident. Is there a way to open the incident after it has been closed?*

**A:** *Yes, the incident can be unlocked by an ICO Reviewer by changing the answer to 'Incident ready for ICO Review' from 'Yes' to 'No'. Then all fields can be edited.*

Please send any questions for future bulletins to [Integratedcare@michigan.gov](mailto:Integratedcare@michigan.gov)

\*IMPORTANT: Beneficiaries with questions concerning their own enrollment or eligibility should call Michigan ENROLLS Monday through Friday, 8AM-7PM for assistance at 1-800-975-7630 or 1-888-263-5897 if they use TTY. Providers may work directly with the ICO health plan for beneficiary related inquires. In order to protect beneficiary personal identifiable information (PII) and protected health information (PHI) please refrain from sending MI Health Link this information.

## Topic Submission

If you have suggestions for topics to be addressed in future additions of the MI Health Link Bulletin, please send them to [Integratedcare@michigan.gov](mailto:Integratedcare@michigan.gov)





## Quick Links

[MI Health Link Website](#)

[CMS Financial Alignment Website](#)

[MI Health Link Minimum Operating Standards](#)

[MDHHS Medicaid Provider Manual](#)

## Previously Released MHL Bulletins

Previously released MI Health Link Bulletins can be found by visiting the [MI Health Link Website](#).

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*Become a foster parent through Michigan Department of Health & Human Services foster care program.*



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