



MI HEALTH LINK

Linking Medicare and Medicaid for you
Bulletin August 2022



Meet the MI Health Link Team: Jen Titsworth

Hello! My name is Jen Titsworth and I am one of the C-Waiver Analyst's with the MI Health Link Program. As a C-Waiver Analyst I review waiver applications and recertification packets, assist in providing training opportunities for Integrated Care Organizations (ICO's), approve access requests for WSA and assist ICO's to ensure members needs are being met. I also monitor Critical Incidents submitted to the State and prepare quarterly reports for the health plans.

I earned a Bachelor of Social Work from the University of Michigan-Flint and a Master of Social Work from Michigan State University (Go Green!) I have utilized my degrees, mostly in the medical field, as a social worker in a skilled nursing facility, hospital and hospice. Prior to coming to MI Health Link, I worked for the Genesee County Sheriff's Office - Elder Abuse Task Force. I worked directly with victims of elder abuse providing counseling, education and community resources. I also worked alongside law enforcement detectives to assist in investigations and court proceedings. These roles have provided me the skills, experience and knowledge to assist MI Health Link members.

I am married with two children that keep me extremely busy with football, soccer, track, dance, softball, cross country and volleyball. In my spare time I enjoy being with my family and friends, traveling and running.

I love what the MI Health Link Program provides for its members, and I am so grateful to be a part of this amazing team!

-Jen Titsworth

Policy Notes

MI Health Link Program, Contractual, and Policy Requirement Highlights

Individual Integrated Care and Supports Plan Review Requirements

ICOs are required under contract to facilitate the development of an individual integrated care and supports plan (IICSP) for each beneficiary (unless the beneficiary is unable to be reached or unwilling to participate.) The IICSP is the person-centered plan of care developed by the beneficiary, the beneficiary's ICO care coordinator and the beneficiary's integrated care team. IICSP reviews must be conducted on a routine cadence based upon the risk stratification of the beneficiary as follows:

With the member, the ICO must review IICSPs of high-risk members at least every thirty (30) calendar days.

1. At least quarterly, the ICO Care Coordinator will complete an in-person face-to-face visit with the member to review the IICSP.
2. The other monthly IICSP reviews during each quarter may be conducted as an in-person, telephonic or telepresence visit with the member.

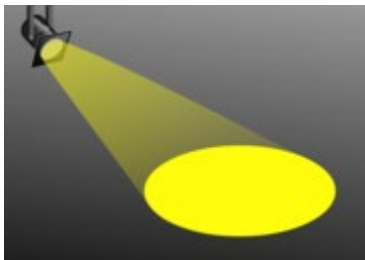
With the member, the ICO must review IICSPs of moderate-risk members at least every ninety (90) calendar days.

1. At minimum, at least every other IICSP review will be an in-person face-to-face visit with the member.
2. The other quarterly IICSP reviews may be conducted as an in-person, telephonic or telepresence visit with the member.

With the member, the ICO must review IICSPs of low-risk members at least every one hundred and eighty (180) calendar days.

1. The member must be offered the opportunity for an in-person face-to-face IICSP review with the ICO Care Coordinator.
2. If the member does not wish to have an in-person face-to-face IICSP review, the ICO Care Coordinator may conduct a telepresence or telephonic visit with the member.

These requirements may be located in the MI Health Link Three Way Contract which can be accessed [here](#).



MI Health Link Service Spotlight:

Expanded Community Living Supports (ECLS)

Expanded Community Living Supports (ECLS) is a service available through the Home and Community based (HCBS) MI Health Link waiver. In order to qualify, an individual must have a need for prompting, cueing, observing, guiding, teaching, and/or reminding to independently complete activities of daily living (ADLs) such as eating, bathing, dressing, toileting, other personal hygiene, etc. ECLS does not include hands on assistance for ADLs. Individuals may also receive hands-on

assistance for instrumental activities of daily living (IADLs) such as laundry, meal preparation, transportation, help with finances, help with medication, shopping, attending medical appointments, and other household tasks, as needed as part of this service. ECLS also includes prompting, cueing, guiding, teaching, observing, reminding, and/or other support for the enrollee to complete the IADLs independently if he or she chooses. ECLS includes social/community participation, relationship maintenance, and attendance at medical appointments. ECLS may be provided in addition to Medicaid State Plan Personal Care Services if the enrollee requires hands-on assistance with some ADLs and/or IADLS, as covered under the State Plan service, but requires non hands-on support to complete other ADLs or IADLS independently in order to ensure the safety, health, and welfare of the individual.

Throughout the COVID-19 pandemic, the ECLS service definition has been temporarily expanded to include transportation on behalf of the participant to allow vulnerable individuals to practice social distancing or self-isolation per CDC guidance during the COVID-19 emergency. Integrated Care Organizations (ICOs) may use this service to authorize MI Health Link HCBS funds to reimburse providers to run errands for beneficiaries when the beneficiary does not accompany the driver of the vehicle. The purpose of expanding the ECLS service is for the participant to gain access to the community and to allow others to obtain items required for the participant to avoid unnecessary exposure to COVID-19 as needed.

Additionally, if through assessment it is found to be appropriate, ECLS (cueing/prompting) services may temporarily be provided remotely by providers during the COVID-19 emergency when travel to the waiver enrollee is not possible due to COVID-19 infection. Approval of remote support must be reflected on the individual integrated care and support plan (IICSP). For additional details about ECLS please see the MI Health Link [Minimum Operating Standards](#).



Beneficiary Health and Welfare: Avoiding Scams

In this final segment regarding scams, we will share the most popular scams targeting older adults today. Unfortunately, new scams are emerging frequently and according to the Federal Trade Commission, 1 in 10 adults will fall victim to a scam. It is imperative to be aware and educated on the scams out there to protect yourself, loved ones and the beneficiaries you serve within

your community.

Romance scams – Scammers create a fake profile on social media and prey on older adults' loneliness to gain their trust and then eventually their money. The scammer is so believable and makes promises of a life together, but they never meet in person. All communication is done online or by phone. They will say they will meet in person but will always make excuses why they can't or cancels at the last minute. Scammers will ask for money for plane tickets, to pay for surgery or medical expenses, pay customs fees because they are overseas, pay phone bill or purchase a phone for them so they can continue to communicate with you. Learn more about romance scams [here.](#)

Money Mule scams – The scammer convinces an individual to allow deposits into his or her bank account. The mule is then paid to withdraw the money and send it out to a third person. This is usually done by wiring money or sending cash overnight. The scammer will provide instructions on how to hide the money by placing it in a book or wrapping it in saran wrap or foil, so it will not be identified when scanned at the postal service.

Sweepstakes or Lottery scams – An individual is contacted by phone, email, or mail congratulating them for winning a sweepstakes or a big contest. Most of the time the individual has not entered any sweepstakes. The scammers will inform the individual they have to pay fees or taxes before they can claim the prize. They continue to ask for more money and if payment stops will begin to threaten to harm the individual or their family. More information can be found [here.](#)

Tech support scams – A pop up message appears on the computer telling the individual their computer is damaged and needs to be fixed. They provide a support number for them to call and then they either, request access to the computer or demand they pay a fee to have it repaired. Once the scammers gain access to the computer, they swipe all identifying information from the individual. Learn more [here.](#)

Medicare and Social Security scams– Scammers call older adults stating updated information is needed to send out new cards for Medicare, Social Security, or other supplemental insurance benefits. The scammer states the member will lose their coverage if they do not provide the information they are requesting. They convince the individual to provide their social security number, banking, and other personal identifying information. Click this link to learn more [here.](#)

Avoid being a victim of a scam:

- If it seems too good to be true – it probably is!
- Do your research / ask questions
- Never send money to anyone you have only communicated with online
- Be suspicious if asked to start communicating through platforms such as, what's app or google hangouts
- Gift Cards are not a form of payment to a reliable business
- Avoid answering the phone unless you know who is calling
- Report suspected scams to local law enforcement and the Federal Trade

Commission

- You will never have to pay anything if you win a prize
- Contact your financial institution if you believe your account information has been compromised

Exploitation is a required critical incident type and should be reported to MDHHS through the CIM system. It is vital to provide additional support to beneficiaries who have been victimized as they try to recover from the loss.

Education Opportunities

Michigan Center for Rural Health presenting **Human Trafficking Training for Healthcare Workers** on Tuesday September 27th, 2022 from 10:00am-12:00pm with Danielle Kalil PhD. Register [here](#).

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. Click [here](#) for additional details and to register.

The Genesee County Sherriff'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](#).



Resource Link

Mark Your Calendars: Upcoming GetSetUp Informational Training

MI Health Link is excited to announce an upcoming informational training for Care Coordinators and other interested staff on the GetSetUp Program. The training will be held virtually on Wednesday, September 21, 2022, from 1-2:30 pm via Adobe Connect.

What is GetSetUp?

GetSetup is the fastest growing live interactive platform and community where older adults teach their peers new skills. This is a safe place for older adults to hangout, learn, teach, and engage with their peers over videos to live healthier, happier, and more connected lives from the comfort of home.

What's Offered through GetSetUp?

MDHHS has teamed up with GetSetUp to provide hundreds of live online classes to keep Michiganders aged 60 and over mentally, physically, and socially active. Classes are interactive, easy to join, offered day and night, and free for the community. Topics include cooking, fitness, well-being, technology, and more. Learn more at [Michigan · GetSetUp](#)

To Register:

Registration information will be emailed to MI Health Link Partners via Provider Outreach. Additionally, you may access registration at the following link <https://somedhhs.adobeconnect.com/eqvk1qp4f9fs/event/registration.html>
We hope to see you there!



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: *What is the definition of "medically necessary" in the MI Health Link program?*

A: *In the MI Health Link program, services must be provided in a way that offers all protections to covered individuals under Medicare and Michigan Medicaid. MI Health Link will follow the Medicare ([defined here](#)) and Medicaid definitions for medically necessary and the MI Health Link health plan will apply whichever is most beneficial to the enrollee when making service delivery decisions. Medical necessity for MI Health Link Medicaid services includes, but is not limited to, those supports and services designed to assist the enrollee to attain or maintain a sufficient level of functioning to enable the enrollee to live in his or her community.*

Please send any questions for future bulletins to Integratedcare@michigan.gov

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



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](#).

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



Questions? [Contact Us](#)

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