



MI HEALTH LINK

Linking Medicare and Medicaid for you
Bulletin December 2022



Meet the MI Health Link Team: Cristella Serna

Hi my name is Cristella Serna. I am an enrollment technician with the MI Health Link program and have been with the team since 2017.

After graduating from high school, I went on to receive my certification for medical assistance from the Ross Medical program. Following my certification, I worked for different providers around the Lansing area before moving to Texas as an ARMY spouse. I continued to work in patient care and additionally worked to receive certification in Medical Billing and Coding from Ultimate

Medical Academy and transitioned from patient care to an administrative role.

When I am not working, my focus shifts to spending time with my family. We have three daughters, Adriana, Analia, and Ayanna and two sons, Diego and Carlitos. We have two granddaughters Valencia and Amalia, and a Pug named Lola. Analia is currently serving in the Air Force in New Mexico and Ayanna is captain on the Women's Lacrosse team at Davenport University where she studies Business management. Diego works for Board of water and light and Adriana is a leasing manager at DTN properties. Carlitos is currently attending Grand Valley state to study film.

I am grateful to have this opportunity to assist my fellow Michiganders in living healthy, happy, independent lives. -Cristella

Policy Notes

MI Health Link Program, Contractual, Policy Requirements and Highlights

Enrollment Dashboard

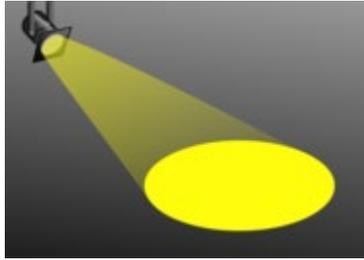
The MI Health Link Enrollment Dashboard is an interactive four-page report that provides an overview of the program's current and historic enrollment data, including monthly enrollment count, current enrollment count, and demographic information. All Protected Health Information (PHI) and Personally Identifiable Information (PII) has been removed for beneficiary protection.

The Enrollment Dashboard can be found [here](#) on MI Health's Website under "MI Health Link Provider Resources- Interactive MI Health Link Enrollment Dashboards." Data is pulled monthly and refreshed on the first Monday of each month.

[The "Monthly Enrollment" page](#) shows the total number of enrolled members by month since MI Health Link's inception in 2015. The chart displays four tabs- All Enrollment, HCBS Waiver, Nursing Facility, and CMCF, corresponding to the four most prominent MI Health Link PET Codes. The "All Enrollment" Tab displays the total number of members Program-wide by month. The total enrollment count of members included in the HCBS Waiver or residing in Nursing Facilities or County Medical Care Facilities are displayed on the respective tabs. Filters may be used on all tabs to narrow data down by MI Health Region and date.

The [“Current Enrollment” page](#) shows the total number of beneficiaries enrolled in each county at the time of the last data pull. Counties with MI Health Link beneficiaries are shaded in blue, with lighter shades showing lower enrollment counts and darker shades showing higher enrollment counts. Data is also broken down by both ICO Name and PET Code in respective charts. To protect anonymity, ICO/County/PET Code combinations with fewer than ten members are filtered out of view. For this reason, values between charts may not match.

Finally, [the “Demographics” page](#) displays MI Health Link Enrollment in each ICO by race, gender, and age range. Filters may be applied to view data by demographic characteristic. Again, to protect anonymity, groups with fewer than ten members are filtered from the data. Totals between graphs may not match for this reason.



MI Health Link Service Spotlight:

Personal Emergency Response System (PERS)

A Personal Emergency Response System (PERS) is an electronic device that enables individuals to secure help in an emergency. An individual utilizing a PERS may also wear a portable “help” button to allow for mobility. The system is connected to the individual's phone and programmed to signal a response center once a “help” button is activated.

A PERS is one intervention that can be utilized to assist individuals to remain in their homes and communities living independently and safely for as long as possible.

In the MI Health Link (MHL) Program, PERS is both a Home and Community Based Services (HCBS) waiver service and a supplemental service all Integrated Care Organizations (ICOs) are required to provide. This means that all MHL beneficiaries that meet criteria are able to access the PERS benefit regardless of their level of care. Both the installation of the PERS unit and the monthly fee are covered under this benefit.

In the MHL program, PERS is limited to persons who either live alone or who are left alone for significant periods of time on a routine basis and who could not summon help in an emergency without this device. There are certain situations where an individual that does not live alone may qualify. Further details on those situations and

the full minimum standards for service delivery for PERS can be viewed in the MHL Minimum Operating Standards [here](#).

Education and Support Opportunities

MI Health Link training opportunity, *A Journey with Dementia Minds*, coming on

February 14th, 2023 from 1:00 to 3:00pm

A Journey with Dementia Minds is an interactive presentation by eight individuals living with dementia. In this dramatic and humorous performance, you will experience their journey beginning with the recognition that something was wrong, testing, diagnosis and depression that often follows the diagnosis. Undergo the passage from the darkness of depression into the light of acceptance and the discovery of new meaning and purpose. Be prepared to take flight as *A Journey with Dementia Minds* is a transformative and powerful experience for all who attend.

Registration details coming soon!

Looking for Continuing Education opportunities? Check these programs and websites for upcoming events in 2023:

[Generations Health Education](#)

[Michigan Center for Rural Health](#)



Beneficiary Health and Welfare

Caregiver Burnout Can Lead to Elder Abuse

Caring for an older adult, whether in a professional capacity or caring for a family member that is aged, ill or disabled, can be a difficult and demanding job. Being a caregiver can cause a lot of stress on an individual and, overtime, can lead to unintentional elder abuse. According to the American Medical Association (AMA)

caregiver burnout is a state of physical, emotional and/or mental exhaustion that can create negative and unconcerned caregiver attitudes. Stress can cause fatigue on the body and mind, which makes it more difficult for caregivers to cope with the pressures of caring for an older adult.

Caregiver risk factors that may lead to elder abuse are caring for an individual over the age of 75, living constantly with the older adult, financial issues, drug or alcohol dependency, history of childhood trauma, poor relationship with the older person, having other caregiving demands from a spouse or children, isolation, and lack of social support. Individuals who are experiencing caregiver burnout typically exhibit symptoms of stress and depression which can include withdrawal from family and friends, loss of interests in activities, changes in appetite/weight, changes in sleep patterns, feeling irritable, helpless or hopeless, physical and emotional exhaustion and desire to hurt oneself or the person for whom they're caring for.

Combating caregiver stress is imperative to the caregiver's overall well-being and the individual(s) they are caring for. MI Health Link (MHL) care coordinators can play a role in protecting beneficiaries by identifying when those they work with have caregivers that may be feeling burned out or stressed. Burnout can be reduced by seeking support, learning triggers, exercising, involving multiple people in the caregiving process, caregivers making time for their own interests, locating community resources, and engaging in counseling. Once burnout is identified, care coordinators can work with beneficiaries to make adjustments to their individualized integrated care and supports plan (IICSP) and provide beneficiaries and their caregivers with information and referral to helpful resources. One resource available and covered through the MHL program is a respite benefit that can provide opportunities for caregivers to have breaks from their caregiving responsibilities. Within MHL respite is a benefit covered as both a supplemental and a waiver service, so it is available to all MHL members regardless of level of care. More information about the respite benefit can be found in the MHL Minimum Operating Standards [here](#).



Resource Link

AARP FRIENDLY VOICE

Connecting People to People

If you or someone you know is feeling isolated or anxious in these challenging times, hearing a friendly voice on the phone may help. Friendly Voice is a service

offered by the American Association of Retired Persons (AARP). The AARP program addresses the fact that while we may be isolated, we don't have to be alone. Sometimes, just hearing a friendly voice on the other end of the line can help in challenging times. Trained AARP Friendly Voice volunteers will provide a call to chat, listen, or just say hello. Individuals can reach out to AARP and leave their name and phone number to receive a call back from a Friendly Voice volunteer.

Request a call by dialing AARP at 1-888-281-0145 for English or 1-888-497-4108 for Spanish, between 9 a.m. and 5 p.m. local time.

We encourage MI Health Link care coordinators to consider this resource and share with any members they work with that may benefit from the service.



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: Can a Medicaid beneficiary with an intellectual/developmental disability that is receiving services through the Habilitation Supports Waiver enroll in the MI Health Link Program?

A: Yes. Enrollees in the Habilitation Supports Waiver (HSW) can enroll with an Integrated Care Organization (ICO) in the MI Health Link (MHL) program. They will continue to receive waiver services through the Pre-paid Inpatient Health Plan (PIHP). Their HSW services would not change due to Enrollment in the ICO. The HSW coordinator and ICO coordinator will work together to coordinate care. It is important to keep in mind that those MHL members receiving HSW waiver services are NOT eligible for the MHL HCBS waiver. When a beneficiary wishes to enroll in the MHL HCBS waiver the ICO should ensure that the member is not already receiving HSW services.

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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