



# MI HEALTH LINK

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



## **Meet the MI Health Link Team: Lori Rodea**

Hello- I am Lori Rodea, a MI Health Enrollment Technician. I am currently working towards my Bachelor of Arts Degree in Management. I have been involved in the MI Health Link program since 2015. Initially, I worked on the enrollment broker side, and I was able to transfer the knowledge and experience I gained from that opportunity to my current job with the Michigan Department of Health and Human Services (MDHHS). I've been working with the MI Health Link team since 2018. As a member of the Enrollment Design Team, I utilize skills learned in Continual Quality Improvement (CQI) using the Plan Do Study Act (PDSA) method. This method allows me the ability to explore and

create new processes using data driven findings that ultimately serve to improve the quality of our program for MI Health Link beneficiaries and other stakeholders.

I am a mother of 4 children, and also have a dog named Titan and a cat named Ginger. When I am not working, I enjoy reading novels, camping, hiking, and spending time with my family.

I am proud to be working with you all and look forward to my role in taking the MI Health Link program to the next level. We care about you here at the State of Michigan! -Lori

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## **Policy Notes**

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

#### **Individual Integrated Care and Supports Plan (IICSP)**

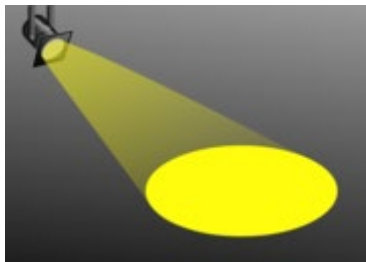
An Individual Integrated Care and Supports Plan (IICSP) must be created for every MI Health Link Enrollee with the exception of those Enrollees that refuse to participate in the development of the plan or those the Integrated Care Organization (ICO) is unable to reach. The IICSP is the person-centered plan of care developed by an Enrollee, the Enrollee's ICO Care Coordinator and the Enrollee's Integrated Care Team. The IICSP must incorporate the following elements: assessment results; a health status summary of the member's needs (medical, social, behavioral health, supports, service, dietary, and other needs); the Enrollee's preferences for care, supports, services, religious and cultural practices, social activities, and contact with the ICO care coordinator; risk factors, interventions to reduce the member's risk; a backup plan for caregiver absences, severe weather, fires, or other emergencies including the name of the backup caregiver or agency; the Enrollee's prioritized list of concerns, goals and objectives, and strengths; specific services including amount, scope and duration, providers and benefits; the plan for addressing concerns or goals; the person(s) responsible for specific interventions, monitoring and reassessment; and the due date for the intervention and reassessment.

The IICSP must be written in understandable, plain language, and include the IICSP completion date on all separate documents that are part of the plan. Contact information for the ICO Care Coordinator, primary care physician, personal care

workers, and if applicable, the contact information for the member's legal representative must also be included. The residential status, including the type of home the member lives in, whether the home is owned or rented, and a statement showing that the member chooses to live there must be included in the IICSP for MHL members enrolled on the HCBS waiver.

The IICSP is required to be maintained in the Enrollee record along with evidence of the Enrollee's acceptance of the IICSP including Enrollee and provider(s) signature when appropriate. For more details about MHL IICSP requirements see the Three - Way Contract [here](#).

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## **MI Health Link Service Spotlight: Non- Medical Transportation**

Non-Medical Transportation (NMT) is available as a Home and Community Based Services (HCBS) waiver service in MI Health Link (MHL). This service is offered to enable enrollees to gain access to waiver and other community services, activities, and resources, specified by the Individual Integrated Care and Supports Plan (IICSP). MHL beneficiaries enrolled on the HCBS waiver are able to use NMT to attend church, school, and other activities that assist them in remaining engaged in their communities.

Non-Medical Transportation (NMT) should not be confused with Non-Emergency Medical Transportation (NEMT). NEMT is a service covered under the Medicaid program for visits to doctors and other Medicaid covered medical appointments. Whereas, ALL MHL enrollees can access NEMT, only those MHL enrollees on the HCBS waiver can access NMT in addition to NEMT.

For more information about NMT, including a full list of service standards, see the MHL Minimum Operating Standards (MOS) [here](#).

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# Education and Support Opportunities

A webinar Presented by Justice in Aging

## **Racial Disparities in Nursing Facilities-and How to Address Them**

Thursday, December 8, 2022 at 2:00pm ET.

Topics to be covered include:

- A brief overview of the current state of structural racism in nursing facilities
- A review of key findings from relevant research on racial disparities in nursing facilities on the topics of admissions, hospitalization of residents, staffing, quality measures, COVID-19 infections and deaths.
- An overview of five policy recommendations to improve Medicaid long-term care to meet the needs of older adults more equitable.

Register [here](#).

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## **Coping with Grief and Loss Through the Holidays**

Stay Well, a program administered by the Michigan Department of Health and Human Services (MDHHS) in partnership with the Michigan Public Health Institute (MPHI) presents a workshop that is intended to support individuals in the grief process during the holiday season. The sessions will be led by a clinical mental health counselor and will utilize exercises involving art, writing, and relaxation to help process commonly experienced emotions. Four workshops will be held on Mondays at 6:00pm and Wednesdays at noon. You can register for one or more weeks.

For the Monday workshops register [here](#).

For the Wednesday workshops register [here](#).



## Beneficiary Health and Welfare

### Collaborating with Law Enforcement

Law Enforcement can be an integral partner to ensure the safety and security of MI Health Link members. There are two critical incident types that are required to be reported to law enforcement; illegal activity in the home with the potential to cause a serious or major negative event and suspicious or unexpected death. If a member passes away that is suspicious or unexpected the Integrated Care Organization (ICO) is required to report the incident within two business days of receiving the notification. These two incident types are required to be reported to the MDHHS MI Health Link critical incident reporting system, as well as to law enforcement. Any form of abuse and exploitation can be reported to the authorities if the member chooses. It is important when a member has experienced an event that would warrant a report to the police that the Integrated Care Organization (ICO) maintains a close working relationship with the authorities to ensure everything is being done to protect the member from future harm to the best extent possible. Contact your local police agency to find out if they have dedicated detectives and advocates for elder abuse cases.

Earlier this month, we had Lt. Macey from the Genesee County Sheriff's Office provide a training on elder abuse and the importance of collaborating with law enforcement. If you were not able to attend, please click here to view the recorded event <https://somedhhs.adobeconnect.com/p8pzdisguw19/>



## Resource Link

### *Be My Eyes*

Be My Eyes is a free mobile application (app) with one main goal: to make the world more accessible for blind and low-vision people. The app connects blind and low-vision individuals with sighted volunteers and companies from all over the world through a live video call. Every day, sighted volunteers and professionals lend their eyes to solve tasks big and small to help blind and low-vision people lead more independent

lives. Individuals that have low vision, can use a camera-enabled smartphone to request video support at any time, day or night. Registered volunteers can support people living with low vision and assist them in achieving independence. A blind or a low-vision user may need help with anything from checking expiry dates, distinguishing colors, reading instructions or navigating new surroundings. Be My Eyes is accessible in more than 150 countries worldwide and in over 180 languages. The app is free and available for both iOS and Android. Additional information, including instructions for signing up as a user or volunteer can be found within the app itself, on the Be My Eyes social media pages, and on their website found [here](#).

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## 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 understand that every beneficiary in the MI Health Link program has an assigned care coordinator employed by the Integrated Care Organization. What credentials do the care coordinators hold?**

**A: In addition to having the experience, qualifications and required training appropriate to meet the needs of the beneficiary, the ICO Care Coordinator must be one of the following:**

- Michigan Licensed registered nurse
- Michigan Licensed nurse practitioner (or clinical nurse specialist)
- Michigan Licensed physician's assistant
- Michigan Limited Licensed Bachelor's prepared social worker
- Michigan Licensed Bachelor's prepared social worker
- Michigan Limited Licensed Master's prepared social worker

- **Michigan Licensed Master's prepared social worker**

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

Questions? [Contact Us](#)

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