

MI Health Link Provider Survey

In 2023, MDHHS surveyed MI Health Link providers about their experiences with:

- Program benefits.
- Care coordination.
- Payment and billing.
- Best practices.
- Program challenges.

Survey Respondents

- Received **133** responses.
- **All** MI Health Link counties represented.
- **86%** of respondents currently participate in MI Health Link.

Received responses from a diverse range of provider types:

44%

Administrative staff

13%

Personal care providers/caregivers

10%

Social workers

8%

Billing

7%

Physicians

19%

Other

Provider Satisfaction with MI Health Link

56%

of respondents are **somewhat or extremely satisfied**.

32%

of respondents are **neither satisfied nor dissatisfied**.

12%

of respondents are **somewhat or extremely dissatisfied**.

Provider Experience with Care Coordination

>50%

of respondents rate care coordination activities as **very or extremely effective**.

More than half of respondents believe beneficiaries are **somewhat or much better off** because of MI Health Link.

Lessons Learned in MI Health Link – Provider Responses



Care and case management services

Respondents viewed consistent care and case manager involvement as a best practice.

“

Case managers should always be involved.

”



Access to personal care services

Several respondents emphasized the importance of maintaining personal care services.



Mixed experiences with prior authorization

Although some respondents valued innovations in the prior authorization process, others were still frustrated with delays.

“

The [prior authorization] process is much more streamlined than all of the other [Medicare] Advantage plans, I find this to be much more time efficient.

”



Workforce shortages and high turnover

Respondents indicated that workforce shortages and high turnover create care coordination challenges.



Low reimbursement rates

Respondents felt low reimbursement rates may hinder provider participation.

“

Fee schedule is too low. I may not participate in the future.

”



Mixed experiences with communication

Some respondents said direct communication with health plans was straightforward. Other respondents had challenges communicating with some provider types.

“

I do like knowing I can reach out to our local [health plan] for questions.

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