

"WHO TO CALL"

FREQUENTLY CALLED NUMBERS

Family Center / CSHCS Family Phone Line Program Review Division (PRD) Prior Authorization Inquiry Dental/Special Services Medical Supplier Out of State Medical Care Practitioner Services Special In Home Services: OT, PT, ST	800-359-3722 800-622-0276 FAX# 517-335-0075	Michigan Enrolls Medicaid (MA) Health Plan Choices Medicaid Health Plan Choices for persons with MA and CSHCS MIChild (premium payments)	800-975-7630 888-367-6557 877-274-2737 888-988-6300
Beneficiary Helpline Provider Inquiry Helpline Email: providersupport@michigan.gov DTMB Client Service Center (HelpDesk) J & B Medical	800-642-3195 800-292-2550 800-968-2644 800-737-0045	Prime Therapeutics (DCH Pharmacy Benefits Manager) Beneficiary Helpline Pharmacy Claim Help (pharmacy only) Clinical Call Center for PA (prescribing Dr) Pharmacy Provider Enrollment & Inquiries https://mi.primetherapeutics.com	877-624-5204 Option 1 877-624-5204 Option 3 877-864-9014 888-277-5510 option 1

Lonnie Barnett, Director Children's Special Health Care Services Division

Children with Special Needs Fund (CSN) Marcia Franks, Specialist Grants funding for equipment and supports, which no other resource provides, to children with special health care needs.	Family Center for Children and Youth with Special Health Care Needs (FC) Jane Pilditch, Director Offers emotional support, information and connections to community-based resources for families of children and youth with special health care needs, including those who have or are at an increased risk for: physical; developmental; behavioral or emotional conditions.	Customer Support Section (CSS) Kristie Brandell, Manager Initial medical eligibility process; Application and enrollment process; Income Review / Payment Agreement, authorize providers, address changes; Medical and financial renewal process; Transplant prior authorization, in or out of state, T5 only and T5/19.
Policy & Program Development Section (PPD) Terra Depew, Manager Initiates, implements and interprets CSHCS policy; Interprets Medicaid policy; Staffs appeals/hearings; Supports LHDs and families re transition; Collects and analyzes data; Trouble-shoots for extraordinary billing/pharmacy problems; CSHCS contract management; Determines Insurance Premium Payment benefit eligibility.	Helps families navigate medical, educational, behavioral and social service systems. A few other programs include: Parent Mentor Trainings; Conference Scholarships for parents and youth; Camp Scholarships for youth; and a quarterly newsletter. Children are not required to be enrolled in CSHCS to receive services from the Family Center.	Quality & Program Services Section (QPS) Craig Boyce, Manager Quality Improvement planning, training, and monitoring; Communication Plan implementation; LHD Accreditation; consumer satisfaction surveys; CSHCS care coordination/case management, respite, hospice and transportation benefits; medical eligibility for Medicaid's Home Care Children's Program (TEFRA).

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Accreditation	Amanda Larraga (QPS) 517-241-7189	<u>Accreditation (michigan.gov)</u>	
Annual Narrative Reports - LHD	Amanda Larraga (QPS) 517-241-7189		Due annually November 15.
Appeals/Departmental Reviews/ Administrative Hearings	Family Phone Line 800-359-3722	Details of specific situation and why decision should be reviewed.	Note type of eligibility: V only, XIX only, dually eligible (V/XIX), in the process of applying; type of coverage- FFS, MHP.
Billing Problems/Providers	PROVIDER INQUIRY 800-292-2550 Email: providersupport@michigan.gov	Provider name and address, NPI number, provider type, and DOS. Client name, ID number, remittance advice.	Before contacting anyone determine if: 1) Provider needs to be authorized. 2) If so have them rebill after completed. 3) Make sure insurance is correct.
Billing Problems/Client	Beneficiary Helpline 800-642-3195	Same as above.	<i>If provider wants to be added to a client file but cannot reach LHD, provider may call CSS Main PH# 517-335-8986 to reach an Analyst</i>
Billing problems (after LHD research and Provider Inquiry have been used and problem still not resolved).	Micki Smith 517-241-8202 FAX: 517-241-0796		
Care Coordination/Case Management Logs in CHASS	Sherry Kertesz (QPS) 517-335-9408		
Care Coordination/Case Management – <i>guidance</i>	QPS Valerie Newton, RN 517-335-8992 Caitlin Conroy, RN 517-335-4210		
CHASS (technical assistance)	Sherry Kertesz (QPS) 517-335-9408		
Children's Multidisciplinary Specialty (CMDS) Clinics	Bruce Turnbull PPD 517-241-5183		Questions about what clinics are approved, application process, re-approval of clinics, CMDS policy
Children with Special Needs Fund (CSN Fund)	CSN Fund 517-241-7420 FAX: 517-335-8055 Web page: Michigan.gov/csnfund	Client name, ID number, information on requested item, date request was submitted, other information related to request.	Questions concerning CSN Fund requests, status inquiries or other comments or concerns should be directed to this office.
Cochlear Implants	Program Review Division PRD 800-622-0276	Client name, ID number, provider number, and procedure code(s)	
Complaints, Concerns with Program	Lonnie Barnett, Director CSHCS Division 517-241-7186	Client and family demographic information, phone numbers, particular people to contact regarding the issues.	Be prepared to discuss what you have done to resolve the problem, who you have talked to, and the current status of the situation.

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Comprehensive Planning, Amendments, Budgeting, and Contracting (CPBC) Agreement (LHDs)	Kelly Gram PPD 517-335-8630	Grant number and fiscal year.	Most information including forms and CSHCS Medicaid Rates, the CHASS upload, and others can be found in the EGrAMS Comprehensive Agreement in the Documents tab. Most budget questions such as allowable costs and indirect rates can be answered in Attachment 1 in the annual budget in EGrAMS in the same tab mentioned above. Please note that problems with EGrAMS itself can be addressed by contacting the EGrAMS help desk 517-335-3359 or MDHHS-EGrAMS-Help@michigan.gov
CSHCS database reports	CSS Analyst for the Appropriate County		
Dental Care & Orthodontia	Upload request/question via DMP	In DMP Document Name field enter 'DENTAL.' Include information on care needed, eligible CSHCS diagnosis, suggested provider, and date of service.	Note orthodontia is not covered for all diagnoses, only those where orthognathic surgery is required, or for limited diagnoses.
Diagnostic Referral: <i>clinical guidance</i>	QPS Valerie Newton, RN 517-335-8992 Caitlin Conroy, RN 517-335-4210	Specific questions and issues to be discussed.	
Diagnostic Referral: <i>billing</i>	See Manual Payments		
Duplicate Client ID Numbers	CSS Tech for the Appropriate County	Client name, ID numbers, Client birth date.	
Expenditure Reports (Client Specific)	Amy Chapko PPD 517-241-8998	Client name, ID numbers, Client birth date.	LHD runs expenditure report in CSHCS database. Call Amy if questions.
Family Center for CYSHCN	Family Phone Line (FPL) 800-359-3722		Family Phone Line is for families only, do not refer providers to this number.
Forms- Appendix D in Guidance Manual			DOWNLOADABLE ELECTRONIC FORMS are AVAILABLE ON THE CSHCS WEBSITE (electronic forms without the word 'SAMPLE' are available in the CSHCS database under LHD Forms Download)

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Formula, Dietary Prior Authorization	Program Review Division PO Box 30710 Lansing, MI 48909 844-722-3764 Fax: 517-763-0402	Client name, ID number, diagnosis, procedure code(s), provider name and phone number. Current ht/wt., alternatives tried.	Prior authorization of dietary formula (applies to applicable procedure codes requiring prior authorization noted on the MDHHS Medical Supplier / DME / Prosthetics and Orthotics Database on web: michigan.gov/medicaidproviders
Genetics: Evaluation of birth defects, genetic syndromes, genetic counseling	MDHHS Children and Families; Hereditary Diseases 517-335-6498	Indications for referral to genetic centers for counseling or other testing.	Have you discussed the situation with the genetics counselor at the center? Note: Genetic Centers are not a part of CSHCS nor Medicaid. E-mail birth defect questions to: BDRfollowup@michigan.gov
Health Savings Accounts/Health Reimbursement Accounts/Flexible Spending Accounts	Amy Chapko PPD 517-241-8998		
Hearing Eligibility/Covered Services	Program Review Division (PRD) 800-622-0276 FAX# 517-335-0075 or refer to Medicaid Manual	In DMP Document Name field, enter 'AUDIOLOGY'	Questions about covered diagnosis are typically directed to medical consultants.
Hospice (CSHCS-only)	QPS Valerie Newton, RN 517-335-8992 Caitlin Conroy, RN 517-335-4210	Client name and ID Hospice agency submits Certificate of Terminal Illness Can have concurrent care	CSHCS authorizes CSHCS MHP authorizes MHP clients MA FFS follows MA policy
Insurance Premium Payment Benefit	Amy Chapko PPD 517-241-8998 FAX: 517-335-8055	Client name, ID number, and information on client/family service needs.	Premium payment benefit includes COBRA, private insurance, Medicare Part B, and Medicare Part D.
Manual payments - field clinic, diagnostic evaluation if client not enrolled, respite.	MSA Manual Payments Lisa Busbey BusbyL@michigan.gov	Date bill was submitted to MDHHS.	Note: providers are advised it will take 6-8 weeks to process manual payments.
Medical Eligibility <i>Clinical Questions</i>	Upload via DMP If not client-specific, contact OMA	Questions about covered diagnoses are typically directed to medical consultants.	Office of Medical Affairs OMA 517-335-5181
Medical Eligibility <i>Policy & Procedure</i>	CSS Analyst for the Appropriate County	General clarification on policy & procedure of eligibility enrollment process.	Direct client-specific questions to Analyst
MILoginTP Password Reset	Michigan DTMB Client Service Center (Help Desk) 800-968-2644	Your MILogin User ID and e-mail address	To re-set your password, contact the DTMB Client Service Center at 800-968-2644 (press 0, 1, 1). Request a password re-set for the MILogin Third Party portal. You will need your User ID and e-mail address.

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New Employee Orientation - LHD	Amanda Larraga (QPS) 517-241-7189	LHD Orientation (michigan.gov)	Required CSHCS training within 90 days of employment.
New Employee Systems Access	Kyle Webster websterk@michigan.gov	Reference CSHCS Complete Systems Access Guide LHD Orientation (michigan.gov)	Check Access Guide first for step-by-step instructions.
Out-of-State Care – <i>status of request (except Transplants)</i>	CSS Analyst for the Appropriate County		Program Review Division (PRD) 800-622-0276 FAX# 517-335-0075
Out-of-State Care – <i>transportation assistance</i>	Sherry Kertesz QPS 517-335-9408		MHP Members must contact the MHP; MA ffs clients must contact their local DHHS specialist
Payment Agreements <i>General Information & Client Specific Information</i>	CSS Analyst for the Appropriate County	General clarification and financial information used to make decisions. Client Name and ID number, coverage year(s) and relevant information	Questions concerning existing payment agreement. Refer to Guidance Manual
Payment Agreements: Payments, Refunds, Unapplied payments, Coupons, Pay Place, Missing Payments, Collections	Deb Catey Accounting 517-241-5580	Client Name and ID	Direct questions or concerns
Pharmacy Medicare Part D Problems, DME mail order reimbursement, and co-pay reimbursement	Micki Smith PPD 517-241-8202 FAX: 517-241-0796	Standard client info and Medicare Part D information available.	
Policy Questions	Jen Baumann PPD Call 517-241-8862		
Prior Authorization: DME/supplies, hearing aids, dental, any service or equipment that needs PA; status check on the PA.	Program Review Division (PRD) 800-622-0276 FAX# 517-335-0075	Provider name and address, date of service, procedure code(s) or other identifying information.	Note: PRD has 15 business days to respond to a PA. Time may increase when additional information from provider is necessary.
Prior Authorization: <i>Emergent or Urgent; PA 'verbal' approval request; Provider Complaints</i>	Program Review Division (PRD) 800-622-0276	As above, plus description of provider complaint or request.	Urgent is when there may be a detrimental effect if not provided soon. Emergent is when death or extreme detrimental effect if not provided immediately.
Prior Authorization: Transplant initial request, (in or out-of-state; T5 and T5/19)	Caleb Nelson CSS 517-241-6198 FAX# 517-335-9491	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information.	All out of state care must be prior approved. Emergency care situations should contact the Prior Authorization as soon as possible. 800-622-0276
Prior Authorization: Out of State Care, Practitioner Services, Genetics testing out-of-state lab.	Program Review Division 800-622-0276 FAX# 517-335-0075	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information with complete PA form MSA-6544-B.	Planned out of state care must be prior approved. Emergency care situations should contact Prior Authorization as soon as possible.

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Prior Authorization: <i>All other calls and consumer inquiries.</i>	Program Review Division (PRD) 800-622-0276	As above, with specific concerns regarding situation.	
Private Duty Nursing (PDN) <i>Not a CSHCS benefit PDN is a MA benefit</i>	Debbie Long, Analyst PRD 517-335-5227	Beneficiary name, ID number, information on nursing care needs.	Important to distinguish what are the nursing services being requested.
Respite 180 hours Skilled Nursing	QPS Valerie Newton, RN 517-335-8992 Caitlin Conroy, RN 517-335-4210	Client must have skilled nursing needs	Upload CSHCS Respite Application to Respite; Respite Request
SharePoint Questions	Kyle Webster websterk@michigan.gov Danielle Pitchford pitchfordd@michigan.gov		
TEFRA Medical Eligibility (BEM 170 Home Care Children Program)	QPS Valerie Newton, RN 517-335-8992 Caitlin Conroy, RN 517-335-4210		Pathway to Medicaid
Transition Policy and Resources	Michelle Burgher PPD Call 517-335-0351	Transition materials.	
Transportation Assistance (Non-Emergent) NEMT <i>Invoice receipt & status of payment</i>	Sherry Kertesz QPS 517-335-9408 FAX: 517-335-8055	Date invoice submitted, date of service, client name, ID number, LHD authorization and information regarding trip	Advise parents it may take 6 to 8 weeks to process payments for travel.
Transportation: Emergent Ambulance	Submit NOA from Emergency Department with reference to emergency transportation	Ambulance NPI for date of service must be authorized on client file. Medical documentation may be required.	No prior authorization required in emergency or life-threatening situations. <u>Non-emergent</u> fixed wing and helicopter services need PA through PRD.
Transportation (NEMT) – policy clarification and CSHCS out of state travel assistance	Sherry Kertesz QPS 517-335-9408 FAX: 517-335-8055		MHP Members must contact the MHP; MA ffs clients must contact their local DHHS specialist (Wayne, Oakland, Macomb contact Logisticare)
TPL Insurance – <i>Urgent Changes</i>	Amy Chapko PPD 517-241-8998	Client name & ID; insurance carrier name & policy info; date insurance was added or terminated.	For access to care issues only.

Children's Special Health Care Services (CSHCS) Lonnie Barnett, Director Executive Secretary: Dawn Adkins	517-241-7186 517-241-7186	BarnettL@michigan.gov AdkinsD@michigan.gov
Children with Special Needs Fund (CSN Fund) Marcia Franks, Specialist Jacque Lett, Analyst	517-241-7420 517-241-5173	FranksM2@michigan.gov LettJ1@michigan.gov
Customer Support Section (CSS) Kristie Brandell, Section Manager	517-241-9702	BrandellK1@michigan.gov
Region 1 Monica Sparks, Unit Manager	517-335-9302	SparksM@michigan.gov
Region 2 LaToya Scott, Unit Manager	517-335-9065	ScottL17@michigan.gov
Family Center (FC) Jane Pilditch, Manager	517-335-2456	Pilditchj2@michigan.gov
Insurance Specialist (PPD) Amy Chapko	517-241-8998	ChapkoA@michigan.gov
Nurse Consultant (QPS) Valerie Newton, RN Caitlin Conroy, MSN, CPNP	517-335-8992 517-335-4210	NewtonV1@michigan.gov ConroyC2@michigan.gov
Policy & Program Development Section (PPD) Terra Depew, Section Manager	517-241-8385	DepewT@michigan.gov
Quality & Program Services Section (QPS) Craig Boyce, Section Manager Secretary: Anita Wilson	517-241-7198 517-241-8997	BoyceC@michigan.gov WilsonA@michigan.gov
Reimbursement (extraordinary situation) Specialist (PPD) Micki Smith	517-241-8202	SmithM1@michigan.gov
Transportation (QPS) Sherry Kertesz, Analyst	517-335-9408	KerteszS@michigan.gov
Appeals (FC & PPD) Family Phone Line	800-359-3722	

Medical Services Administration, Office of Medical Affairs (available as medical consultants to CSHCS)

Joyce Blazejwski, M.D.
Tim Conroy, M.D.
Nina Mattarella, M.D.

BlazejwskiMDJ@michigan.gov
ConroyT@michigan.gov
mattarellan1@michigan.gov

Address and FAX Numbers

CSHCS Division
Capital Commons Center – 4th Floor
400 S. Pine Street
Lansing, MI 48909

CSHCS Customer Support Section (CSS)
Capital Commons Center – 4th Floor
400 S. Pine Street
PO Box 30734
Lansing, MI 48909

FAX NUMBERS:

517-335-9491
517-241-8970
517-241-0796
517-335-0075

CSS for Medical Reports, Applications/IRPAs, Transplant Prior Authorization (PA)
CSHCS Director, PPD, QPS and Family Center for CYSHCN
Micki Smith, PPD
Program Review Division, Prior Authorization Requests, In/Out of State (except transplant)

CHILDREN'S MULTIDISCIPLINARY SPECIALTY (CMDs) CLINICS – CONTACT GRID

WMed 1000 Oakland Drive Kalamazoo, MI 49008 Cleft Lip/Palate/Facial, Cystic Fibrosis, Diabetes/Endocrinology, Multiple Handicap/Disability (includes Myelodysplasia), Pulmonary/Severe Asthma, Bronchopulmonary Dysplasia and Home Mechanical Ventilation	E.W. Sparrow Hospital 1200 E. Michigan Avenue Lansing, MI 48909 Cleft Lip/Palate/Facial, Myelodysplasia/Spina Bifida	Michigan State University Pediatrics and Human Development 1355 Bogue Street B240 Life Sciences East Lansing, MI 48824-1317 Hematology/Oncology/Sickle Cell, Adult Sickle Cell, Pulmonary/Severe Asthma/Cystic Fibrosis, Bleeding and Clotting Disorders
Michigan Medicine 1504 East Hospital Drive Ann Arbor, MI 48109-4204 Biochemical Genetics, Cleft Lip/Palate/Facial, Cystic Fibrosis, Adult Cystic Fibrosis, Diabetes, Gastroenterology/Nutritional Deficiencies (CHIRP and Liver Txp), Hematology/Oncology, Hemophilia, Bronchopulmonary Dysplasia, Assisted Ventilation, Pulmonary/Severe Asthma, Systemic Inflammation (Nephrology/Immunology/Rheumatology)	UP Health System – Marquette – A Duke LifePoint Hospital 850 W. Baraga Ave. Marquette, MI 49855 Cardiology, Diabetes, Hematology/Oncology, Hemophilia, Multiple Handicap/Chronic Disease, Neurology, Neuromuscular/Spina Bifida	Beaumont Center for Exceptional Families 18501 Rotunda Drive Dearborn, MI 48124 Multiple Handicap/Chronic Disease
Hurley Children's Clinic 1 Hurley Plaza Flint, MI 48503 Cleft Lip/Palate/Facial, Hematology/Oncology/Sickle Cell	CMU Medical Education Partners 1200 S. Franklin St. Mount Pleasant, MI 48859 Multiple Handicap/Chronic Disease	Henry Ford Health 2800 West Grand Blvd, 3East Detroit, MI 48202 Bleeding and Clotting Disorders, Sickle Cell Disease

CSHCS Local Advisory Council (CLAC)

This committee was formed in 2003 by the CSHCS Director to receive input from CSHCS staff in the Local Health Departments (LHDs). LHD professional staff members are appointed to work with CSHCS to develop, implement, evaluate and revise components of the CSHCS program. It is comprised solely of staff members from local health departments. The members represent various geographic areas of the state, as well as rural, urban, small and large. This committee meets every other month via teleconference.

Karla Anderson, RN, BSN (Region 10) Macomb Co. Health Dept. 586-466-6859 karla.anderson@macombgov.org	Amy Parish, RN, BSN (Regions 2 & 3) Northwest Michigan Community Health 231-547-7635 a.parish@nwhealth.org
Brandi Berry, MSW (Region 4) Kent County Health Department 616-632-7055 Brandi.berry@kentcountymi.gov	Amy Malsbary (Region 8) Van Buren/Cass Dist. Health Department 269-621-3143 ext.1347 afary@vbcassdhd.org
Kelly Pelic, RN, BSN, CCM (Region 6) Genesee Co. Health Dept. 810-257-3112 kpelic@gchd.us	Jennifer Stratton, RN (Region 7) Mid-MI District Health Department 151 Commerce Drive Ithaca MI 48847 989-875-1028 jstratton@mmdhd.org
Crystal Hepburn, RN (Region 10) Detroit Health Department 313-570-4983 hepburnc@detroitmi.gov	Jessica Grace, RN (Regions 2, 3 & 4) District Health Department #10 231-303-2341 jgrace@dhd10.org
Deanna Lambert, RN (Region 9) Monroe County Health Department 734-240-7887 Bridget_Huss@monroemi.org	Leslie Ver Duin, BSN, RN (Region 4) Ottawa County Health Department 616-393-4444 lverduin@miottawa.org
Jennifer Fosgitt (Region 5) Midland County Health Department 989-832-6629 jfosgitt@co.midland.mi.us	Region 1 Vacant