

## CSHCS LHD Email Communication

<b>Date</b>	4/29/2021
<b>Email Type</b>	Alert
<b>Subject</b>	<ul style="list-style-type: none"> <li>▪ Underinsured Letter - UPDATE</li> </ul>

<b>Contact</b>	<b>Name/Department</b>	<b>Phone</b>	<b>Email Address</b>
	Amy Chapko	517-241-8998	ChapkoA@michigan.gov

Dear Colleagues,

Earlier this week, we let you know that the Underinsured Letter had been issued in error and provided directions to add a note to the database. We are modifying those instructions and instead would like you to do the following:

In the body of the letter, families are instructed to contact you to verify their insurance coverage. If you receive a call, please confirm the insurance coverage(s) with the client and **contact Amy Chapko** (see contact info above) **and she can assist with adding the note to the database under the note type "LHD Underinsured."**

Currently, we have no additional updates from our software vendor, who is working to identify the source of the internal error and resolve the issue.

We appreciate your assistance as we work through these issues. Please contact Amy Chapko at ChapkoA@michigan.gov if you have additional questions.

Thank you.