

"WHO TO CALL"
FREQUENTLY CALLED NUMBERS

Family Center / CSHCS Family Phone Line	800-359-3722	Michigan Enrolls Medicaid (MA) Health Plan Choices	800-975-7630 888-367-6557 TTY 888-263-5897
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	800-622-0276 FAX# 517-335-0075	Medicaid Health Plan Choices for persons with MA and CSHCS MICHild (premium payments)	877-274-2737 TTY 888-263-5897 888-988-6300 TTY 888-263-5897
Beneficiary Helpline	800-642-3195 TTY 866-501-5656	Magellan (DCH Pharmacy Benefits Manager) Beneficiary Helpline (family only)	877-681-7540
Provider Inquiry Helpline Email: providersupport@michigan.gov	800-292-2550	Pharmacy Claim Help (pharmacy only)	877-624-5204
DTMB Client Service Center (State IT HelpDesk)	800-968-2644	Clinical Call Center for PA (prescribing Dr)	877-864-9014
J & B Medical	800-737-0045	Pharmacy Provider Enrollment & Inquiries	888-868-9219

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

<p>Children with Special Needs Fund (CSN) Marcia Franks, Program Coordinator</p> <p>Grants funding for equipment and supports, which no other resource provides, to children with special health care needs.</p>	<p>Family Center for Children and Youth with Special Health Care Needs (FC) Candi Bush, Director</p> <p>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; Helps families navigate medical, educational, behavioral and social service systems; Parent Mentor Trainings; Conference scholarships for parents and youth; Children are not required to be enrolled in CSHCS to receive services from the Family Center; Provides consumer participation and consultation to the CSHCS program; Consumer liaison with other agencies.</p>	<p>Customer Support Section (CSS) Monica Sparks, Acting Manager</p> <p>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.</p>
<p>Policy & Program Development Section (PPD) Theresa Christner, Manager</p> <p>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 problems; CSHCS contract management; Determines Insurance premium Payment benefit eligibility.</p>		<p>Quality & Program Services Section (QPS) Rebecca Start, Manager</p> <p>Quality Improvement planning, training, and monitoring; LHD Accreditation; consumer satisfaction surveys; CPBC management; CSHCS care coordination / case management, respite, hospice and transportation benefits; medical eligibility for Medicaid's Home Care Children Program (TEFRA).</p>

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Accreditation	Amanda Larraga (QPS) 517-241-7189		
Annual Narrative Reports - LHD	Courtney Adams (QPS) 517-241-7182		
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. <i>If provider wants to be added to a client file but cannot reach LHD, provider may call CSS Main PH# 517-335-8983 to reach an Analyst</i>
Billing Problems/Client	Beneficiary Helpline 800-642-3195	Same as above.	
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 (CHASS)	Courtney Adams (QPS) 517-241-7182		
Care Coordination/Case Management – <i>guidance</i>	Matt Richardson, R.N. QPS 517-335-8994		
CHASS	Courtney Adams (QPS) 517-241-7182		
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.
Client record changes: adds, deletes, other changes, status of application	CSS Analyst for the Appropriate County	Copies of what was sent to make the changes, client name, client ID number, information on care needs.	Be prepared to discuss: what information was submitted on NOA, when it was submitted, and any response you have seen from the Analyst.
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.
Comprehensive Planning, Budgeting, and Contracting (CPBC) Agreement (LHDs)	Courtney Adams (QPS) 517-241-7182		

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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>	Matt Richardson, R.N. QPS 517-335-8994	Specific questions and issues to be discussed.	
Diagnostic Referral: <i>billing</i>	See Manual Payments		
Duplicate Client ID Numbers	CSS Analyst 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	FAX REQUEST FOR HARD COPIES TO: 517-241-1164 or mail: MDHHS Forms Request 320 S. Walnut St. Lansing, MI 48913	Using LHD letterhead, include a contact name and phone number, the delivery address for order, list the form name and number (i.e., MSA-4114) and amount needed.	DOWNLOADABLE ELECTRONIC FORMS AVAILABLE ON THE CSHCS WEBSITE (certain electronic forms are available only via LHD Forms Download in the CSHCS database)
Formula, Dietary Prior Authorization	Michigan Peer Review Organization (MPRO) 800-727-7223 22670 Haggerty Rd., Ste. 100 Farmington Hills, MI 48335-2611	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	Janice Bach MDCH Community Living, Children and Families; Hereditary Diseases 517-335-8887	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		

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Hearing Eligibility/Covered Services	Upload via DMP (If not client-specific, call CSS Analyst for the Appropriate County)	In DMP Document Name field, enter 'AUDIOLOGY'	Questions about covered diagnosis are typically directed to medical consultants.
Hospice (<i>CSHCS-only</i>)	Matt Richardson, R.N. QPS 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	
Insurance Premium Payment Benefit	Amy Chapko, PPD 517-241-8998 FAX: 517-241-8970	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 Debbie Blaine 517-335-5503	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 Colleen Barry, M.D. 517-335-8995 BarryC@michigan.gov	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
Out-of-State Care – <i>status of request (except Transplants)</i>	CSS Analyst for the Appropriate County		All out of state care must be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible. 517-335-5181
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</i>	CSS Analyst for the Appropriate County	General clarification and financial information used to make decisions.	Refer to Guidance Manual
Payment Agreements: <i>Client Specific</i>	CSS Analyst for the Appropriate County	Client Name and ID number, coverage year(s) and relevant information	Questions concerning existing payment agreement.
Pharmacy Medicare Part D Problems 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	PPD Call 517-241-7511		
Private Duty Nursing (PDN) <i>Not a CSHCS 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.
Prior Authorization: DME or supplies, hearing aids, dental, any service or equipment that needs PA; status check on a PA.	Program Review Division 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.

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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)	Danielle Sanchez CSS 517-335-8753 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 Office of Medical Affairs as soon as possible. Office of Medical Affairs 517-335-5181
Prior Authorization: Out of State Care, Practitioner Services, Genetics testing out-of-state lab.	Program Review Division 517-241-1861 (Eric) Or 517-373-0606 (Pat) 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 the Office of Medical Affairs as soon as possible. Office of Medical Affairs 517-335-5181
Prior Authorization: <i>All other calls and consumer inquiries.</i>	Program Review Division (PRD) 800-622-0276	As above, with specific concerns regarding situation.	
Respite Care (CSHCS Respite)	Matt Richardson, R.N. QPS 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	Respite is authorized based on eligibility periods.
Single Sign On (MILogin) 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.
TEFRA (BEM 170 Home Care Children Program)	Matt Richardson, R.N. QPS 517-335-8994		
Transition Policy and Resources	PPD Call 517-241-7511	Transition materials.	
Transportation Assistance (Non-Emergent) NEMT <i>Invoice receipt & status of payment</i>	Sherry Kertesz QPS 517-335-9408 FAX: 517-241-8970	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, Medical (Emergent)	CSS Analyst for the Appropriate County	Ambulance NPI 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: 517-241-8970		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: Danielle Pitchford	517-335-5008 517-241-7186	BarnettL@michigan.gov PitchfordD@michigan.gov
Children with Special Needs Fund (CSN Fund) Marcia Franks, Specialist Kelsey Morinaga, Departmental Technician	517-241-7420 517-241-7420	FranksM2@michigan.gov Morinagak@michigan.gov
Customer Support Section (CSS) Monica Sparks, Acting Section Manager Secretary: Vacant	517-335-9302 517-335-8986	SparksM@michigan.gov
Region 1 Kristie Ferris, Acting Unit Manager	517-241-9702	Ferrisk1@michigan.gov
Region 2 Martha McGraw, Unit Manager	517-335-8990	McgrawM2@michigan.gov
Family Center (FC) Candi Bush, Director Secretary: Aleisha Leavitt	517-241-7197 517-373-4380	BushC9@michigan.gov
Insurance Specialist (PPD) Amy Chapko	517-241-8998	ChapkoA@michigan.gov
Nurse Consultant (QPS) Matt Richardson, R.N., CPNA	517-335-8994	RichardsonM@michigan.gov
Policy & Program Development Section (PPD) Theresa Christner, Section Manager Secretary: Vacant	517-241-7511 517-241-8207	ChristnerT@michigan.gov
Quality & Program Services Section (QPS) Rebecca Start, Section Manager Secretary: Anita Wilson	517-241-7198 517-241-8996	StartR@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)

Colleen Barry, M.D.	517-335-8995	BarryC@michigan.gov
Dietrich Roloff, M.D.	517-335-8234	RoloffD@michigan.gov

Address and FAX Numbers

CSHCS Division
Lewis Cass Building- 6th Floor
320 S. Walnut Street
Lansing, MI 48913

CSHCS Customer Support Section (CSS)
Lewis Cass Building – 6th Floor
320 S. Walnut Street
PO Box 30734
Lansing, MI 48909

FAX NUMBERS:

517-335-9491	CSS for Medical Reports, Applications/IRPAs, Transplant Prior Authorization
517-241-8970	CSHCS Director, PPD, QPS and Family Center for CYSHCN
517-335-8055	CSN Fund
517-241-0796	Micki Smith, PPD
517-335-0075	Program Review Division, Prior Authorization Requests, In/Out of State (except transplant)

CHILDREN'S MULTIDISCIPLINARY SPECIALTY CLINICS

<p>WMed Marlene Pryson, Clinic Coordinator 1000 Oakland Drive Kalamazoo, MI 49008 (269) 337-6530 ext. 5 Fax: (269) 337-6427 pryson@kcms.msu.edu</p> <p><i>Cleft Lip/Palate/Facial, Cystic Fibrosis, Diabetes/Endocrinology, Multiple Handicap/Disability/Chronic Disease (includes Myelodysplasia/Spina Bifida), and Pulmonary/Severe Asthma</i></p>	<p>E.W. Sparrow Hospital Layna, Korcal 1200 E. Michigan Avenue Lansing, MI 48909 Layna.Korcal@Sparrow.Org 517-364-5415</p> <p>Cheryl Ballach – Billing 517-364-6248</p> <p><i>Cleft Lip/Palate/Facial, Myelodysplasia/Spina Bifida</i></p>	<p>Helen DeVos Children's Hospital 100 Michigan Street NE, MC-38 Grand Rapids, MI 49503 (616) 486-2049</p> <p>Hannah Perez – Oral Cleft Clinic (616) 267-2190 Hannah.Perez@spectrumhealth.org</p> <p><i>Cleft Lip/Palate/Facial, Cystic Fibrosis, Hematology/Oncology, Hemophilia, Lead Toxicity, Sickle Cell Disease</i></p>
<p>Bronson Methodist Hospital Melisa Riley 601 John St Kalamazoo, MI 49007 RILEYM@bronsonhg.org</p> <p><i>Hematology/Oncology, Hemophilia, Adult Hemophilia, Sickle Cell</i></p>	<p>Marquette General A Duke Lifestpoint Hospital Elaine Taylor, RN – Clinic Manager 580 W. College Avenue Marquette, MI 49855 (906) 225-3141 Fax: (906)-225-4830 Elaine.Taylor@mghs.org</p> <p><i>Cardiology, Cleft Lip/Palate/Facial, Hematology/Oncology, Hemophilia, Multiple Handicap/Chronic Disease, Neurology, Neuromuscular/Spina Bifida, Diabetes</i></p>	<p>Beaumont Center for Exceptional Families Susan Young, M.D., Medical Director Michelle O'Connor-Teklinski, Assistant Director 18501 Rotunda Drive Dearborn, MI 48124 (313) 996-1969 Fax: (313) 996-1965</p> <p>Dearborn- Michelle O'Connor-Teklinski Michelle.O'Connor-Teklinski@beaumont.org (313) 996-1968</p> <p><i>Multiple Handicap/Chronic Disease</i></p>
<p>University of Michigan Health System Matt Stephens Chief Department Administrator – Pediatrics 1504 East Hospital Drive Ann Arbor, MI 48109-4204 (734) 232-4260 gmatt@med.umich.edu</p> <p><i>AIDS, Cleft Lip/Palate/Facial, Chronic Illness, Diabetes, Gastroenterology/Nutritional Deficiencies, Hematology/Oncology, Hemophilia, Metabolic Disease and Pulmonary/Severe Asthma/Cystic Fibrosis, Systemic Inflammation Clinic (Nephrology/Immunology/Rheumatology)</i></p>	<p>William Beaumont Hospital Gretchen Hofmann, Practice Manager 3577 West 13 Mile Road Suite 206 Royal Oak, MI 48073 (248) 898-0181 Fax: (248)-551-7561</p> <p>Clinic Contact: WIP</p> <p><i>Cleft Lip/Palate/Facial</i></p>	<p>Michigan State University Pediatrics and Human Development Mary Robinson, Clinic Supervisor/Coordinator 1355 Bogue Street B240 Life Sciences East Lansing, MI 48824-1317 Mary.Robinson@hc.msu.edu 517-364-5455</p> <p><i>Hematology/Oncology, Pulmonary/Severe Asthma/Cystic Fibrosis, Center for Bleeding and Clotting Disorders (Hemophilia)</i></p>

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.

<p>Chris Buczek (Region 4) Kent County Health Department 616-632-7055 Chris.buczek@kentcountymi.gov</p>	<p>Bridget Huss (Region 9) Monroe County Health Department 734-240-7831 Bridget_Huss@monroemi.org</p>
<p>Michelle Burgher (Region 5) Midland County Health Department 989-832-6629 mburgher@co.midland.mi.us</p>	<p>Chelsea Engle (Regions 2 & 3) Northwest Michigan Community Health 989-732-6870 c.engle@nwhealth.org</p>
<p>Janine Chittenden (Region 4) Ottawa County Health Department 616-393-4436 jchittenden@miottawa.org</p>	<p>Valarie Newton (Regions 8 & 9) Branch-Hillsdale-St. Joe Community Health Agency 517-279-9561 newtonv@bhsj.org</p>
<p>Melanie Dunsmore (Region 6) St. Clair County Health Department 810-987-6102 mdunsmore@hd.stclaircounty.org</p>	<p>Sandy Nicholas (Region 8) Van Buren/Cass Dist. Health Department 269-621-3143 ext.1347 sandyn@vbcasshd.org</p>
<p>Crystal Hepburn, RN (Region 10) Detroit Health Department 55 W. 7 Mile Road Detroit, MI 48203 313-570-4983 hepburnc@detroitmi.gov</p>	<p>Kristy VanSickle (Regions 2, 3 & 4) District Health Department #10 231-316-8573 kvansickle@dhd10.org</p>
<p>Region 1 Vacant</p>	<p>Region 7 Vacant</p>

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