



Calling Michigan ENROLLS

1. What is Michigan ENROLLS?

Michigan ENROLLS is the enrollment broker for the MI Health Link program. Michigan ENROLLS does all enrollments, disenrollments and requests to opt-out for MI Health Link.

2. Why would I need to call Michigan ENROLLS?

You can call Michigan ENROLLS to

- enroll in a MI Health Link health plan
- change to a different MI Health Link health plan
- disenroll from MI Health Link
- opt-out of MI Health Link

Effective dates of these changes will vary depending on when you call Michigan ENROLLS.

3. When will my enrollment in MI Health Link be effective?

Enrollment into a MI Health Link health plan is effective the first day of the next month if you call **before the last five days** of the month. For example, if you call on May 15 to enroll in a MI Health Link health plan, your enrollment will be effective on June 1.

If you call **within the last five days** of the month, your enrollment in a MI Health Link work plan will be delayed for a month due to the time needed to process your enrollment. For example, if you call on May 28 to enroll, your enrollment will be effective on July 1.

4. When will my opt-out or disenrollment from MI Health Link be effective?

Disenrollments and opt-outs are effective the first day of the next month no matter which day of the month you call.

5. What number should I call to reach Michigan ENROLLS?

Call Michigan ENROLLS toll-free at **1-800-975-7630**. TTY users may call 1-888-263-5897. The office hours are Monday through Friday (except holidays) 8AM to 7PM ET. Wait times are usually shorter before 10AM, after 2PM, and later in the week.

6. What phone option should I select for MI Health Link when calling Michigan ENROLLS?

When you call Michigan ENROLLS, you will be asked to press 1 to continue in English, then you will be given different options. When prompted, select 3 to “enroll in a health plan.”

7. Can I fax or mail information to Michigan ENROLLS?

No, people must call Michigan ENROLLS to enroll, disenroll or opt-out. There is no paper process for enrollment, disenrollment or opting out of MI Health Link.

8. Can I schedule an appointment to meet with Michigan ENROLLS?

No, enrollments or opt-outs for MI Health Link can only be done by calling Michigan ENROLLS.

9. Can I leave a message if I don't want to hold for a call center representative?

There is **not** an option to leave a message during the times the call center is open (Monday through Friday from 8AM to 7PM ET).

If you reach the call center after hours, you may leave a message and call center staff will return your call. You must speak with call center staff to assist you with enrollment, disenrollment or opting out. Leaving a detailed message about enrollment or opting out is not the same as speaking with call center staff and will not be accepted as enrollment communication.

10. What information do I need when I call?

The call center staff will ask you to confirm personal information to verify your identity. You will be asked your first and last name, date of birth, and address. You will also need to verify one of the following: Medicaid number, telephone number, or the last four digits of your social security number if the first two are not known.

11. Can someone else call on my behalf?

You must speak with the call center staff first to verify your personal information. At this time, you can give verbal authorization for someone to speak with Michigan ENROLLS on your behalf and have

that person get on the phone to continue the call. This verbal authorization is valid for that day only. If the person you gave authorization to calls back that day, they will be asked the verifying questions again and once those are answered the call center can speak to them.

12. What if I am a family member or friend of a person who wants me to call for him/her?

The person you are calling for must first verify his or her information with Michigan ENROLLS and give you authorization to speak on his or her behalf.

13. What if the person I am calling for is not able to answer the verifying questions?

You will not be able to speak with Michigan ENROLLS until you are granted authorization. Michigan ENROLLS would only be able to talk in general about the program.

If you are the person's court appointed guardian or the person granted you authorization for health care decisions through a durable power of attorney for health care, see the questions below addressing these situations.

14. What if I am the court appointed guardian, durable power of attorney or designated patient advocate for a person eligible for MI Health Link?

First contact Michigan ENROLLS to determine if you are identified as the guardian or other authorized representative in the system. Michigan ENROLLS will ask you specific questions to verify the information contained in its records. If this verification cannot be confirmed, you will need to submit the court issued Letters of Guardian, durable power of attorney, patient advocate designation or other documents to the Michigan Department of Health and Human Services (MDHHS). Once reviewed and approved, this information will be transmitted to Michigan ENROLLS so you will be able to speak on behalf of the person for whom you are authorized.

15. How can I authorize someone to speak on my behalf if I do not have a guardian, durable power of attorney or designated patient advocate?

You will need to complete, sign and submit an Authorization to Release Protected Health Information (the DCH-1183 form) to MDHHS. This form must be signed by you and will give Michigan ENROLLS permission to speak to the person or organization you listed on the form.

16. Where can I get the DCH-1183 form?

The form is available on-line at www.michigan.gov/hipaa >> Authorization to Disclose Protected Health Information. You can complete the form electronically, but you must print the completed form and sign it before sending it to MDHHS.

17. How do I submit the DCH-1183 form or other documents such as a durable power of attorney or patient advocate designation to MDHHS?

You can mail your signed and completed DCH-1183 form or current court-authorized letter of guardianship to MDHHS at:

Michigan Department of Health and Human Services
Customer Services Division
P.O. Box 30479
Lansing, Michigan 48909-7979

You can fax this information to 517-241-8556.

18. What happens after I submit the information to MDHHS?

MDHHS will review the materials and notify you if you were approved or if MDHHS needs additional information to process your request. Once you are approved, you must call Michigan ENROLLS to enroll, disenroll or opt-out.

19. Is there a process to do mass enrollment, disenrollment or opt outs with Michigan ENROLLS?

No, since the decision to enroll in, disenroll from or opt-out of MI Health Link should be based on each individual's needs, each case must be handled separately; therefore, there is no process to enroll, disenroll or opt-out in mass. Guardians with multiple wards will need to call Michigan ENROLLS to enroll, disenroll or opt-out each client they represent following the processes described above.