

Important Information for Families about Enrolling in a Medicaid Health Plan

The state of Michigan wants your child to have the best possible care and meet all of your child's health care needs. Our Medicaid health plans coordinate all medical care including primary care and specialty care.

- **Why is it important for me to enroll my child in a health plan?**

There are many additional benefits to being in an MHP for CSHCS clients including:

- Getting a primary care provider if you don't already have one
- Coordination of all medical care between specialists, primary care providers and any other providers
- Access to outpatient mental health services
- Increased access to transportation services for all medical care

- **What do I have to do for my child's health care coverage?**

You know your child best so it is important that you choose the health plan that is best for your child. You will need to choose a health plan as soon as MICHIGAN ENROLLS contacts you. When your child is enrolled in a health plan you will work with that health plan to arrange for all medical appointments and services. Depending on your child's needs, the health plan may arrange for a case manager to help you get what you need.

- **What if I look up the health plan providers on-line and my child's doctors are not listed?**

The health plans are signing up more of the doctors that serve children with special needs every day. New providers are added daily. They just might not be listed yet. If the doctors that your child sees are not listed, you will still be able to go to them.

- **Can I still take my child to the same doctors and hospitals?**

Yes. The health plans must make sure your child can keep getting care from their current doctors and hospitals.

- **Will the same things I have now be covered in a health plan?**

Yes. The health plans must cover the same basic things as straight Medicaid. You should contact your health plan as soon as you are enrolled to talk about your child's needs.

Some things that may be different are:

- Brands of medicine or supplies your child uses
- Supply companies
- Drug stores
- Therapists
- Hearing aid companies
- Vision companies

- **How do I choose a health plan?**

MICHIGAN ENROLLS will mail you an enrollment packet. That packet will give you the phone number that is for CSHCS callers only. When you call that number, be sure to have your list of providers with you including your drug stores, supply companies, therapists, hearing aid providers, etc.

MICHIGAN ENROLLS will tell you what health plans are available in your county and which plans already work with your child's providers. MICHIGAN ENROLLS can tell you when you can change your health plan.

Enrollment at a glance

1. **Receive letter from MICHIGAN ENROLLS.**
2. **Make list of all who provide care or services to your child**
3. **Call CSHCS number that is on the MICHIGAN ENROLLS letter**
4. **Ask which plans are available**
5. **Ask which plan includes all or most of your providers**
6. **Tell MICHIGAN ENROLLS which health plan you choose**
7. **Ask when enrollment starts**
8. **Call the health plan to arrange for upcoming appointments and ask about their referral process.**

- **How will I know when my child is in a health plan?**

You will get a letter from MICHIGAN ENROLLS that tells you which health plan your child is in and when the enrollment starts.

- **What if I know my child has an appointment or will need medical care soon after the enrollment?**

As soon as you get the letter telling you which health plan your child will be in, call that health plan to see how to make sure your child's care continues during this change.

- **What will happen if I do not make a choice?**

If you do not choose a health plan, a health plan will be chosen for you. The choice will be based on which health plan has the most doctors and hospitals your child sees, or with your family health plan if you and your family are already in a health plan.

If you have questions call the Family Phone Line at 1-800-359-3722 or your local health department CSHCS office.