

Children's Special



Health Care Services

Family Phone Line 1-800-359-3722  
[www.michigan.gov/cshcs](http://www.michigan.gov/cshcs)

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## VACCINES

**Many children and families have fallen behind in their vaccination schedules during the COVID-19 pandemic. CSHCS would like to encourage children with special health care needs and their families to get their COVID-19 and age-appropriate vaccinations updated.**



### COVID-19 Vaccinations

## Who Can Get Vaccinated?

The CDC recommends COVID-19 primary series vaccines for everyone ages 6 months and older, and COVID-19 boosters for everyone ages 5 years and older, if eligible.

To make an appointment: <https://www.macombgov.org/healthappointment>

If you have questions about COVID-19, please call the Macomb County Health Department helpline at 586-463-3750. The helpline is open 8:30 a.m. to 5 p.m., Monday – Friday or check the following website: <https://www.macombgov.org/vaccinecentral>.

### Pediatric and adult vaccinations are available at the following vaccination sites:

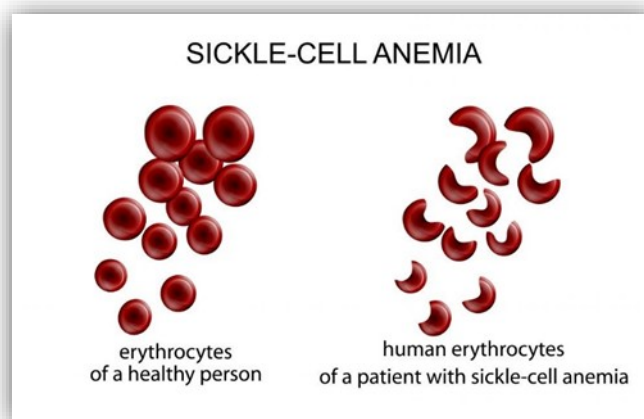
Immunization services are currently available by appointment only. To make an appointment, call either the Mount Clemens Health Center (586-469-5372) or the Southwest Health Center (586-465-8537).

### Have you moved, had an insurance, provider, or phone number change?

We want to make sure you are getting your paperwork mailed by the Lansing & the local CSHCS office in a timely manner for enrollment renewals. When we receive undeliverable mail or the phone is disconnected it delays your services. Please contact the local CSHCS office at **586-466-6855** to update your information.

# Sickle Cell Disease

## Eligibility Expansion for Adults 21 Years and Older



Children's Special Health Care Services (CSHCS) is pleased to announce an eligibility expansion for adults ages 21 and older with sickle cell disease.

Under the fiscal year 2022 budget signed by Gov. Gretchen Whitmer, the [Children's Special Health Care Services](#) program has expanded to include sickle cell disease coverage for adults – with \$6.7 million to cover treatment for a projected 400 adults with sickle cell who were not previously covered. Expansion of the eligibility was effective Oct. 1, 2021. There are approximately 2,800 adults in Michigan with sickle cell disease, with approximately 120 adults currently covered under CSHCS.

**For more information or assistance in enrolling, please contact the Macomb CSHCS Program at 586-466-6855.**

## CSHCS Insurance Premium Payment Benefit

If you are experiencing financial hardship, CSHCS has an assistance program that may be able to help cover the client's primary insurance premiums. CSHCS encourages all clients to maintain a comprehensive insurance plan since CSHCS only pays for specialty care related to pre-approved medical conditions. Based on an individual assessment of financial need, CSHCS can pay for all or part of health insurance premiums for the CSHCS client related to the CSHCS qualifying diagnosis when families cannot afford to pay them, have lost or are about to lose insurance coverage. The insurance premium can be applied toward insurance through an employer, the health insurance marketplace, Medicare Part B, Medicare Part D, and COBRA coverage.

Call 1-800-359-3722 with questions about the Insurance Premium Payment benefit and to request an application, or call Macomb CSHCS @ 586-466-6855.

## Renewal of CSHCS Coverage

The renewal process for annual coverage begins **45 days prior** to the current coverage ending. **Medical review** reports are required according to the timeframes established based on the primary diagnosis for the beneficiary. An **Income Review Payment Agreement** financial form (also known as an IRPA) could also be required depending on the primary insurance status. If all of the criteria continue to be met for CSHCS coverage, a new coverage period is typically issued in 12-month increments.

### Reviewing Your CSHCS Client Eligibility Notice:

The client eligibility notice functions like an insurance card and needs to be shown at the time of your appointments.

Most providers need to be listed in order to receive payment when billing CSHCS if you have a commercial primary insurance. The following do not need to be added: Anesthesiologists, Hearing Aid Dealers/Audiologists, DME suppliers, Pharmacies, Nurse Practitioners/Physician Assistants, Radiologists or Medical Groups.



If you need to add a new provider for your child's coverage, contact our MCHD CSHCS office at 586-466-6855.

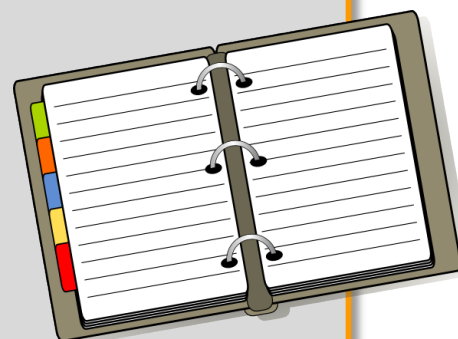
You will need to provide the following:

- Your Child's Name & Date of Birth
- CSHCS ID #
- First & Last Name of the New Provider
- Beginning Date of Coverage

**An updated Client Eligibility Notice listing the new provider will be mailed to you from Lansing.**

### Need Help Getting Organized?

Client Medical Binders are now available for Macomb County CSHCS families. It allows our families the opportunity to have one place to put and organize everything related to their child's health. It includes sections for medical contacts, medication lists, insurance information, medical history, emergency preparedness, and more. They will be available to current CSHCS families on a first come, first serve basis. If you are interested in getting a medical binder for your child contact us at 586-466-6855.



# CSHCS BILLING GUIDE

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## 5 EASY STEPS TO AVOID BILLING ISSUES

# 1

Be sure the bill in question is for a diagnosis that is listed on your CSHCS account. That information can be found on your Client Eligibility Notice. Remember CSHCS does not cover primary care appointments and is always the payer of last resort (primary insurance should be billed first).

# 2

With your Client Eligibility Notice still in hand, verify that the provider or facility that was billed for treatment is listed on your CSHCS account. If not, call us so we can update your provider list. For prescriptions, medical equipment, or therapy the provider that wrote the script must be listed.

# 3

Next, call the number on your bill and confirm they that have your primary and secondary insurances updated and on file. Ask that after the primary insurance is billed, they rebill CSHCS for the remaining balance (only if you have completed steps 1 and 2).

# 4

If you have followed all steps and you are continuing to receive the bill, call the CSHCS Macomb main line so we can assist you further. Try to complete all of these steps before the bill goes into collections since acting quickly makes it more likely your bill can be resolved.

# 5

Please note, if your primary insurance is a Medicaid Health Plan, the above information does not apply to you. Call your Medicaid Health Plan for any billing issues. For all CSHCS participants, if your primary insurance will not cover something, call us prior to services being rendered to see if we can help!

## Non-Medicaid Enrolled Transportation Assistance or Mileage Reimbursement

Did you know that Children's Special Health Care Services provides transportation and lodging assistance to all Non-Medicaid enrolled clients?

You can also get assistance with Out-of-State transportation costs including driving mileage, flight and hotel fees.

In order to receive assistance you must be pre-approved **BEFORE** you travel.



**Contact CSHCS Representative Susan Craik for further information 586-466-6855.**

## Medicaid Enrolled Transportation Assistance or Mileage Reimbursement

***If you have a Medicaid Health Plan or Straight Medicaid, you will be contacting Motivcare for Mileage Reimbursement or setting up transportation to an appointment.***

Aetna Better Health of Michigan: 1-866-316-3784

Blue Cross Complete: 1-800-228-8554

HAP Empowered: 1-888-654-2200

McLaren Health Plan on Michigan, Inc.: 1-888-327-0671

Meridian Health Plan: 1-888-437-0606

Molina Healthcare of Michigan: 1-888-898-7969

MI Medicaid: 1-866-569-1902

Priority Health Choice: 1-888-975-8102

UnitedHealthcare Community Plan: 1-800-903-5253



# Macomb County Health Department CSHCS

**Children's Special Health Care Services** is a program within the Michigan Department of Health and Human Services. **CSHCS** is for children and some adults (Cystic Fibrosis, Hemophilia and Sickle Cell) with special health care needs.

## CSHCS Mission Statement:

CSHCS strives to enable individuals with special health care needs to have improved health outcomes and an enhanced quality of life through the appropriate use of the CSHCS system of care.

## CSHCS Goals:

- Assist individuals with special health care needs in accessing the broadest possible range of appropriate medical care, health education and supports
- Assure delivery of these services and supports in an accessible, family centered culturally competent, community based and coordinated manner
- Promote and incorporate parent/professional collaboration in all aspects of the program
- Remove barriers that prevent individuals with special health care needs from achieving these goals



Maria Swiatkowski  
Coordinator



Karla Anderson RN  
Program Manager



Rose Ambe RN  
18 and Up



Niebel Ayesh RN  
2-6 year olds



Matt Cichoski RN  
7-12 year olds



Brittany Okray RN  
0-2 year olds



Lauren Zigo RN  
13-17 year olds



Susan Craik  
Representative A-K



Janis Shimko  
Representative L-Z

## CSHCS Program located at:

**Southeast Family Resource Center**  
**Macomb County Health Department**  
**25401 Harper Ave, St. Clair Shores, MI 48081**  
 Phone: (586) 466-6855 Fax: (586) 466-4153  
[macombcshcs@macombgov.org](mailto:macombcshcs@macombgov.org)



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