

If I decide to end CSHCS early, do I have to pay my payment agreement fee?

A: Yes. The payment agreement is a fee to join the program.

What should I do when the CSHCS coverage year is about to end?

A: About three months before coverage ends, the Lansing CSHCS office will send a renewal package to you stating what is needed to renew coverage (i.e.: medical review, financial review or both). It can take Lansing 45 days to review the information submitted. Approximately one month before coverage ends, the Macomb CSHCS office will send you a reminder letter if the above information has not been received by the Lansing CSHCS office.

What should I do if I need more help in meeting the eligible person's needs?

A: Call your Macomb CSHCS office. You may be eligible for additional services or other community resources.

What if I don't agree with a CSHCS decision about services?

A: You have the right to ask for a Department Review of any decision. For details of the process, call the Macomb CSHCS office or the CSHCS Family Phone Line.

What if I need help with travel and lodging costs while my child is in a hospital away from home?

A: Check with your local CSHCS office to see if you qualify for transportation assistance. If you have any questions regarding mileage reimbursement, travel or lodging assistance you should call your Macomb CSHCS Representative.

If you have straight Medicaid (and live in Macomb, Oakland or Wayne County) you must visit www.mymodivcare.com then click "book a ride" for assistance. If you are enrolled in a Medicaid Health Plan, you must contact your Medicaid Health Plan provider for assistance.

What if I want to talk with another family who has medical needs similar to ours?

A: You can call the CSHCS Family Phone Line at 800-359-3722. Our statewide Family Support Network of Michigan which is made up of support parents who are trained to listen to your concerns and to share information about resources.

Where do I make my payment for my CSHCS contract if I've lost my coupons?

A: Mail payment to:

CHILDREN'S SPECIAL HEALTH CARE SERVICES (CSHCS)
C/O Mich. Dept. of Treasury
Receipts Processing
Treasury Building
Lansing, MI 48922

Or pay online at:

www.thepayplace.com/mi/dch/cshcs

You will need to include the following information:

- Recipient's Last Name
- Recipient's First Name
- Client Recipient ID#
- Payment Agreement End Date

Still have questions?

Feel free to direct any questions about the CSHCS Program or your covered services to your Macomb County CSHCS office or the CSHCS Family Phone Line.

STATE CONTACT INFORMATION

CHILDREN'S SPECIAL HEALTH CARE SERVICES (CSHCS)
P.O. BOX 30734
LANSING, MI 48909-8234
www.michigan.gov/cshcs



Frequently Asked Questions About Macomb County CSHCS Coverage



**Macomb County
Children's Special Health
Care Services (CSHCS)**
Southeast Family Resource Center
25401 Harper Avenue
St. Clair Shores, MI 48081



Health
Department

health.macombgov.org

Contact Your Macomb County
CSHCS Representative at

Phone: (586) 466-6855

Fax: (586) 466-4153

Email: cshcs@macombgov.org

**CSHCS Family Phone Line
(800) 359-3722**

Children's Special Health Care Services **CSHCS** helps pay for medical care and treatment for certain eligible medical conditions. You will receive a Client Eligibility Notice (CEN) listing the begin and end dates for medical coverage for authorized providers. You will also receive a plastic "MI Health" card.

How do I use the CEN and mihealth card?

A: Your CEN and mihealth card work like a health insurance card. You must show both of these before you receive services from a CSHCS provider.

If you do not show your CEN until after a provider serves you, the provider does not have to accept CSHCS coverage. When CSHCS coverage is not accepted, your family must pay the bill.

What is covered?

A: CSHCS **only** pays for treatment *related to the member's eligible diagnosis*. It does not cover primary care. That means CSHCS does not cover well baby visits or short term conditions like a cold or sprained ankle.

What if I have bills for services given before my coverage began?

A: In some situations, past services related to the eligible diagnosis may be covered. Call your Macomb CSHCS office or the Family Phone Line for information. Even if past services are covered, the provider may not be willing to accept CSHCS payment.

What if I'm not sure what medical conditions are covered?

A: Call the CSHCS office at the Macomb County Health Department, the CSHCS Family Phone Line or go to www.michigan.gov/cshcs and click on the link: General Information for Families About "Children Special Health Care Services".

What if I want to go to a provider not listed on the Client Eligibility Notice?

A: Call your Macomb CSHCS office to see if the provider can be authorized. Without authorization, you may be responsible for the bill. You will receive a new CEN when there are any changes.

***NOTE:** Pharmacies, Durable Medical Equipment and Supply Companies, Hearing Aid Dealers, PT/OT/ST Agencies, and Home Health Agencies **do not** have to be listed on the CEN.

When medical care is needed for a condition that has nothing to do with the eligible diagnosis, what do I do?

A: If you think the condition may qualify for CSHCS, contact your Macomb CSHCS office. If the condition is not CSHCS-eligible, you will have to use another coverage, such as private health insurance. Depending on your income, you may qualify for Medicaid or MICHild. You can complete an application for Medicaid or MICHild online at www.healthcare4mi.com

Should I tell my provider about my Medicaid coverage?

A: Yes. Medicaid pays for services that CSHCS does not, such as medical care not related to the eligible diagnosis.

If I have any other health insurance, should I tell the provider or my local CSHCS office?

A: Yes. Providers must bill other insurance before CSHCS; we are always "payer of last resort". You will need to show your insurance card or give the provider these details:

- Name of Insurance
- Policy and Group Number
- Name of Employer

***NOTE:** You will need to call your Macomb CSHCS office to provide your insurance updates at (586) 466-6855.

What should I do if I receive a bill from a provider for service I thought CSHCS would cover?

A: **DO NOT IGNORE THE BILL.** If the provider is a doctor, hospital or ambulance and is not listed on the CEN, call your Macomb CSHCS office to see if the provider can be authorized. If the provider is already listed, or does not need to be listed, contact the provider and ask them to bill CSHCS.

Can I be reimbursed by CSHCS for bills I have already paid?

A: No. CSHCS can only pay providers.

What should I do if there are changes in our family household or medical care?

A: Contact your Macomb CSHCS office and report any change in:

- Name, address or phone number
- Family size or income
- Medical providers
- Your insurance card or coverage

How do I get equipment or medical supplies?

A: Make sure an approved CSHCS medical specialist writes the prescription. Check with your medical supplier, some services may require CSHCS approval *before* you get service. **If you have other insurance, you must get prior approval from that carrier and CSHCS.**

What if out-of-state care is needed?

A: Out-of-state care **always** requires special approval. To process your request, we need the written recommendation of an approved Michigan medical specialist and the name and address of the out-of-state provider. You will need to check with the out-of-state provider to make sure they accept Michigan Medicaid.

