



## **MI Choice Participants and MI Health Link Q&A**

### **1. Are MI Choice participants eligible for MI Health Link? If so, will they be passively enrolled into a MI Health Link health plan?**

Yes, MI Choice participants are eligible for MI Health Link but they are excluded from passive enrollment.

### **2. As current participants in MI Choice Waiver enter a nursing home or hospital, their Level of Care will change while they are temporarily in an institutional care setting. What will prevent these members from becoming passively enrolled into MI Health Link?**

People are no longer enrolled in MI Choice during a nursing home stay, so they technically are eligible for passive enrollment in MI Health Link. Once the program enrollment type (PET code) has been changed to LTC-NFAC for the nursing home placement, the code will not be changed to avoid passive enrollment because the codes must be LTC-NFAC in order for the nursing home to be paid for that individual's care. The MI Choice waiver agency staff should discuss all options available with the enrollee so they can make an informed choice for program enrollment. The enrollee may choose to voluntarily enroll in MI Health Link, opt-out of MI Health Link passive enrollment, remain in fee-for-service, or depending on availability, join another program such as PACE or MI Choice upon discharge from the nursing home. This enrollment can be completed by calling Michigan Enrolls.

People enrolled in MI Choice who are admitted for a hospital stay may remain on the MI Choice waiver (MIC-COMM) for up to 30 days. If the individual is in the hospital for longer than 30 days, he or she will be disenrolled from MI Choice per MI Choice rules. Once the PET code MIC-COMM is removed, the individual may be eligible for passive enrollment in MI Health Link. The MI Choice waiver agency staff should discuss all options available with the enrollee so they can make an informed choice for program enrollment. The enrollee may choose to voluntarily enroll in MI Health Link, opt-out of MI Health Link passive enrollment, remain in fee-for-service, or depending on availability, join another program such as PACE or MI Choice upon discharge from the hospital.

### **3. For people choosing to receive MI Choice services who are awaiting the PET code MIC-COMM (MI Choice) to be added in CHAMPS, can the MI Choice waiver agency recommend to those people that they call Michigan ENROLLS to opt-out as a proactive measure to avoid passive enrollment?**

MDHHS is working internally to get the PET code changed for this group of people. The PET code MIC-COMM will be added to the individuals' system records in Bridges and CHAMPS so the individuals do not get picked up for passive enrollment.

**4. If a MI Choice participant is mistakenly enrolled into MI Health Link, will the date on the Freedom of Choice form verify that the person chose MI Choice and not another program?**

The Freedom of Choice can prove when the participant was asked to sign the form, but it does not prove that the option of MI Health Link was given to the participant. If a person is picked up in passive enrollment who should have been excluded, MDHHS MI Health Link staff will work to correct the enrollment.

**5. If the MI Choice agency discovers a MI Choice participant is passively enrolled in MI Health Link, what is the process to resolve this issue?**

The MI Choice agency should notify the MI Choice Staff to have enrollee reinstated into MI Choice if that is what the enrollee chooses.

**6. Since MI Choice and MI Health Link HCBS waivers offer different services, will participants be protected from enrolling into a service package which cannot meet their needs?**

When the individual calls Michigan ENROLLS to enroll in MI Health Link, Michigan ENROLLS will notify MDHHS that the individual is interested in MI Health Link enrollment. MDHHS staff will work with the individual and Michigan Medicare/Medicaid Assistance Program (MMAP) to identify service needs and other eligibility information to ensure the individual's needs can be met in MI Health Link prior to the individual disenrolling from MI Choice. If the individual's needs can be met in MI Health Link and he or she still wants to disenroll from MI Choice and enroll in MI Health Link, MDHHS will make the necessary PET code changes to enroll the individual in MI Health Link.

**7. Will a MI Choice participant enrolling in MI Health Link automatically be approved for the MI Health Link HCBS waiver?**

The process of enrolling a MI Choice participant into MI Health Link is a manual one that involves MDHHS MI Health Link staff taking the steps to determine that a MI Choice participant can have his or her needs met in MI Health Link since the waivers do not offer all of the same services. If a person elects to move into MI Health Link from MI Choice, the person will be contacted by MMAP staff who will explain the differences in the waivers and will determine whether or not the person's needs can be met through MI Health Link. It is not an automatic process. Further, MDHHS will approve all MI Health Link waiver slots, which means the manual process cannot be avoided.

**8. Is there an opt-out database to see if a person has opted out of MI Health Link?**

No, there is not a database that one can access to determine if a person has opted out.

- 9. How long will it take for an opt-out request to be processed? Can someone opt-out on the 30<sup>th</sup> or 31<sup>st</sup> of the month and not be auto-enrolled at the beginning of the month a day or two later? What is the lead time from opt-out until the system won't passively enroll the person?**

A person can opt-out on any day of the month and it is effective the first day of the next month.

- 10. 9. If a beneficiary wants to enroll in the MI Choice Waiver with services starting on 4/28/2019 but the applicant doesn't call Michigan ENROLLS to opt-out until 5/1/2019, how will those situations be handled? Is it possible for that applicant to be mistakenly passively into MI Health Link on 5/1/2019?**

People coded for MI Choice will not be passively enrolled in MI Health Link so they do not need to call to opt-out because they will not be passively enrolled. The only time a person enrolled in MI Choice would need to call Michigan ENROLLS is to enroll in MI Health Link if they want to. They will receive an introductory letter about the program, but they will not be enrolled unless they request to be enrolled. And if they do request this, they will be contacted by MMAP staff to determine if it is an appropriate fit prior to disenrollment from MI Choice. The waiver agency will also be contacted by MDHHS MI Health Link, so no enrollment will take place without the MI Choice waiver agency being made aware of such enrollment.