

Children's Special Health Care Services (CSHCS)
Guidance Manual for Local Health Departments

Appendix B
CSHCS Directory

This directory provides contact information for CSHCS staff as referenced in the CSHCS Guidance Manual for Local Health Departments. The "Who to Call" list (Appendix C) supplements the information in this directory.

Contact/Topic	Phone # &/or Fax #	Mailing/Email/ Web Address	Information Available/Purpose
Provider Assistance			
CSHCS	517-241-7186 fax 517-241-8970	MDCH/CSHCS Program 320 S. Walnut Street Lansing, MI 48913 www.michigan.gov/mdch Click on Health Care Coverage >>Children's Special Health Care Services	General information regarding the CSHCS program
CSHCS Customer Support	517-335-8983 fax 517-335-9491 (submission of medical reports, updates from LHDs & all other information Fax allowed OOS request to 517-335-8454	MDCH/CSHCS Customer Support PO Box 30734 Lansing, MI 48909-8234 Cshcs-css@michigan.gov	Information about medical eligibility determinations, application process, coverage, request for retroactive coverage
CSHCS Policy and Program Development Section	517-241-8207	MDCH/CSHCS Policy and Program Development Section 320 S. Walnut Street Lansing, MI 48913	Policy and program development, including Transition and billing problems. CSHCS contract management
CSHCS Quality and Program Section	517-241-8983 fax 517-335-9491 Request for Hospice, Respite, Travel and Insurance Premium Payment Program	MDCH/CSHCS Quality and Program Section 320 S. Walnut Street Lansing, MI 48913	Application process for hospice and respite, review of transportation assistance requests. Review of insurance premium payment requests.
CSHCS Family Center for Children and Youth With Special Health Care Needs (Family Center for CYSHCN) Family Phone Line M-F 8 am to 5 pm	800-359-3722 fax 313-456-4379	CSHCS Family Center for Children and Youth With Special Health Care Needs (Family Center for CYSHCN) Cadillac Place, Suite 3-350 Detroit, MI 48202	For parent use only. Information regarding CSHCS statewide Family Support Network, other resources information, transferring calls to CSHCS staff & providers
Children with Special Needs (CSN) Fund	517-241-7420 fax 517-241-8970	MDCH/Children with Special Needs Fund 320 S. Walnut Street Lansing, MI 48913 Website can be accessed via the CSHCS website	General information about the CSN Fund, eligibility, application process, documentation & contributions
Office of Medical Affairs (OMA) CSHCS Medical Consultants	517-335-8983 fax 517-335-9491 (medical information)	MDCH/Office of Medical Affairs 320 S. Walnut Street Lansing, MI 48913	Questions & information regarding medical eligibility determination, submission of medical reports, pends/denials of medical eligibility, requests to authorize out-of-state medical care & treatment

Safety Net Contractor (SNC) Information			
Medical Transportation Management (MTM) Customer Service	877-547-2488 fax 785-440-0122		Subcontracted to provide transportation assistance for medical treatment. Care coordinator or family may call to schedule, reschedule, or cancel transportation, or to discuss problems or concerns
Medical Transportation Management (MTM) Quality Management	866-436-0547 Ravonda Wyatt, Manager	rlwyatt@mtm-inc.net	Complaints, ongoing issues or other unresolved problems with MTM
Miscellaneous Resources			
Mihealth Training Information		http://training.mihealth.org	Internet based courses offering information & education for health care providers, staff & families
American Academy of Pediatrics		www.medicalhomeinfo.org	Information about medical home & links to other pediatric websites
Family Centered Care		http://www.dol.gov/odep/pubs/fact/comucate.htm	Use & Tips on communication with & about persons with special needs
Language Line		www.languageline.com	Information on use of the language line to communicate with clients who do not speak English
Healthy & Ready to Work		www.hrtw.org	Transition resource with information on understanding systems, access to quality health care & increasing the involvement of youth
MI-TRAIN		http://mi.train.org	Courses, discussion boards & public health resources including the Local Liaison Report (LLR)
HealthLine		http://www.hline.org	Resources for individuals interested in promoting public health. Articles about public health issues as they relate to the citizens of Michigan