

Member Frequently Asked Questions (FAQs)

Behavioral Health Services Changes in Macomb County | HAP CareSource™ MI Health Link (Medicare-Medicaid Plan)

1. What is changing if you are receiving behavioral health services from Macomb County Community Mental Health?

Your behavioral health services and care you are receiving from Macomb County Community Mental Health (MCCMH) **will remain as is**. The only difference is that HAP CareSource will manage the services rather than MCCMH.

2. When is the change taking effect?

January 1, 2025.

3. Will my current behavioral health provider in Macomb County change?

HAP CareSource is working to contract with your Behavioral Health providers.

4. Will any of the changes taking place affect your current care and/or services?

No. Your benefits are not changing. The only thing that is changing is who manages those benefits.

5. Who should I contact for behavioral health care coordination?

You can continue to work with your care coordinator at MCCMH through December 31, 2024. Your HAP CareSource care coordinator is always available to you. You can call them directly or call HAP CareSource Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**.

6. Are there any other changes I should be aware of?

Yes. You will receive a new HAP CareSource MI Health Link member ID card in the mail in December. Please throw away your current member ID card and use the new one.

7. Who should I contact with general behavioral health services questions?

If you have a question before January 1, 2025, call MCCMH at 1-855-996-2264 (TTY: 711). If you have a question on or after January 1, 2025, call HAP CareSource MI Health Link Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**.

8. Who should I call if I am having a behavioral health related crisis?

Call MiCal 988 or 911 for behavioral health related crisis. You can also call HAP CareSource MI Health Link Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**.

9. What is the process if I need to file a grievance or appeal regarding a behavioral health related service?

Grievances and appeals for services that were delivered prior to January 1, 2025, will be handled by MCCMH. Grievances and appeals for services that were delivered on or after January 1, 2025, will be handled by HAP CareSource MI Health Link.

10. Is there a direct line if I need to file a behavioral health related complaint?

For complaints for behavioral health services through December 31, 2024, please contact MCCMH. For complaints for services on or after January 1, 2025, please call HAP CareSource MI Health Link.

If you have any questions, please call Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**, 8 a.m. to 8 p.m., Monday through Friday.

HAP CareSource™ MI Health Link (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

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