

Michigan Medicaid Health Plan CM Contacts & Resources, SIM CHIR Contacts v2 6.15.18

Health Plan	Address	Customer Service	Hours	Main Number	Patient Advocates/Community Health Workers	Home Health Services	Complaint Line	Health Pregnancy Program (if available)	Interpreter	Transportation	How to access medical transportation	Behavioral Health Services	24 hour Nurse Advice Line	Care Management	Vouchers for local services (if available)	Website	Additional Information
MI Health Card		Beneficiary Helpline 1.800.642.3195 (For lost Cards)															
Meridian Health Plan of Michigan Inc.	777 Woodward Ave, Suite 600 Detroit, MI 48226	888.437.0606	8AM-8PM	313.324.3700	888.437.0606		888.437.0606	888.437.0606	888.437.0606	800.821.9369	5 day advance notice of your appointment- Your name, Medicaid ID number and DOB Address and Phone number for pick up and Drop off including labs are off site. Appointment date and time. Name of provider. Number of people that will be riding to the doctor.	888.222.8041 - 20 visits each calendar year	888.437.0606	866.606.3700		http://www.mhplan.com/mi/	800.821.9369 30 days prior to appointment. It can be a friend, neighbor or family member. Text message program from providers to remind you of your doctors appointments.
Molina Health care of Michigan	100 W. Big Beaver Road, Suite 600 Troy, MI 48084	888.898.7969	8AM-5PM	248.925.1700	866.891.2320		800.665.3072	888.898.7969	800.665.3086	866.475.5423	3 day advance notice of your appointment.	800.665.3072	English- 888.275.8750 Spanish- 866.648.3537	800.665.3072	County Resources	http://www.molinahealthcare.com	Ride Assist 866.474.5331
McLaren Health Plan	G 3245 Beecher Rd. Suite 200 Flint, MI 48532	888.327.0671	24 Hours	888.327.0671			888.327.0671	888.327.0671	888.327.0671	888.327.0671	Clients have to call to get verified to receive bus passes at least by the prior day and clients who need a cab ride needs a medical clearance from the doctor for a ride. 30 mile radius	888.327.0671	888.327.0671	888.327.0671		http://www.mclarenhealthplan.org	
United Healthcare	26957 Northwestern Highway Southfield, MI 48033	800.903.5253	8AM-8PM	248.559.5656			800.368.1019	877.201.5328	Call number on Health Plan ID card	877.892.3995	4 days and 3 business days in advance) info located on the insurance card as Non emergency transportation	800.903.5253 #8	Call the number on your health plan ID card			http://www.ghp.com/mi.html	
Blue Cross Complete of Michigan	20500 Civic Center Dr. Southfield, MI 48076	800.228.8554	24 Hours	800.228.8554			822.987.5832	888.288.1722	800.228.8554	888.803.4947	(call 24 hour a day 7 days a week. 2 business days in advance) labs , and prescriptions	800.228.8554	1.888.288.1724	800.228.8554	County Resources	mibcn.com	
Aetna Better Health of Michigan	1333 Gratiot , Suite 400 Detroit, MI 4820	866.316.3784	8AM-5PM	866.316.3784		866.316.3784	866.316.3784	855.676.5772	866.36.3784	800.947.2133	arena ID number, Address to where you are going, date and time & type of appointment, provider name M-F 8am-10pm Saturday 8am- 4pm	866.827.8704	866.711.6664	855.676.5772		aetnabetterhealth.com/Michigan	Vision 800.877.7195 Dental 888.249.8842
Total Health Care	3011W. Grand Blvd, Suite 1600 Detroit, MI 48202	800.826.2862	8AM-5PM	313.871.2000				313.871.7815		313.871.6408	4 business days for bus reimbursement and free rides Jabs and prescriptions	855.377.2416 M-F 8:30am-5pm	800.826.2862 x 4357				Vision 800.252.2053 Dental 866.558.0280
HAP Mid west Health Plan Inc.	4700 Schaefer Rd. Ste. 340 Dearborn, MI 48126	888.654.2200	24 Hours	313.581.3700			888.654.2200	248.663.3889	888.654.2200	888.654.2200	4 business days for bus, no bus a car will be provided. If you do not cancel with 2 hour prior to the appointment you will be charged a fee of \$25	888.654.2200	855.894.3798	800.288.2902		midwesthealthplan.com	
Harbor Health	PO Box 441970 Detroit, MI 48244	844.427.2671	8:30AM-5PM	844.427.2671	844.427.2671		800.368.1019	844.427.2671	844.427.2671	844.427.2671	72 hour notice	844.427.2671	844.427.2671	844.427.2671		harborHealthPlan.com	
Priority Health	Grand Rapids Corporate Headquarters 1231 East Beltline Ave NE Grand Rapids, MI 49525-4501 Southfield Office 27777 Franklin Road, Suite 1300 Southfield, MI 48034 2337 Holland Office 250 East 9th Street Holland, MI 49234 Traverse City Office 300 East Front	888.975.8102	24 hours	616.464.8102						888.975.8102 616.464.8102	3 business days in advance. If you cannot take a bus need a medical reason why for taxi.	888.975.8102 616.464.8102	MedNow App			www.priorityhealth.com	
Upper Peninsula Health Plan	228 West Washington St. Marquette, MI 49855	800.835.2556	8am- 5pm	906.225.7500		906.225.7774	877.349.9324	906.225.7500	1.877.349.9324	800.835.2556	5 business days in advance. (Must be approved in advance) If you need to cancel the appointment you have 1 day before appointment. They do not provide rides for: Community mental health services Dental care Maternal and Infant Health Program services Substance-abuse services Women, Infants, and Children (WIC) nutritional services	Contact a provider listed on www.uphp.com	24 hour voicemail - Leave your Name, Member Number, Phone number, and Reason for calling they will return your call during office hours.	906.225.7921		www.uphp.com	If you need help with your health care contact your primary care doctor PCP
CHIR Contacts																	
CHIR	Contact Name	Email	Phone Number														
Genesee	Lori Kunkel	lkunkel@hnt.org	810-232-2228														
Jackson	Laurie Gustafson	lgustaf1@hhs.org	517-205-7507														
Livingston-Washtenaw	Carrie Rheingans	crheinga@med.umich.edu	734-347-5041														
Northern	Jane Sundmacher	jane.sundmacher@nwhealth.org	231-347-5041														
Muskegon	Mary McDonald	mary.mcdonald@mercyhealth.org	231-861-0321														