

MDHHS is moving to an automated phone system “INCONTACT”

1-844-464-3447

Effective **9/12/22**, MDHHS is moving to an automated phone system, to improve and enhance their customer service. This phone line will be manned by MDHHS case workers on a rotating basis so if the automated system is not able to answer your call you will be forwarded to an actual person.

Consumers will need to know their:

- date of birth,
- social security number and
- individual Medicaid ID number.

This information is imperative for the system to recognize the individual and process the call!

If the automated phone system and a conversation with the agent can't resolve the issue, an email will be sent to the consumer's **assigned MDHHS worker** who will then contact the consumer directly to get the issue resolved.

Consumer's CMH case managers or any authorized representative will also need to have an active ROI on file with MDHHS.

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As of today (8/31/22), it's not known when the State of Michigan will end the Personal Health Emergency and begin sending Medicaid renewal paperwork. WCCMH will be sending out information as we receive it, and once more when definitive dates are known.

Right now, MDHHS is **trying to minimize Medicaid falloffs** and it's crucial that consumers submit their documents and verifications when requested from MDHHS regarding income, assets, and expenses to help avoid any Medicaid fall off coverage once the Pandemic Emergency ends and Medicaid renewals are sent out.

Your assistance is requested with:

- Making sure consumers have an active ROI on file with MDHHS
 - WCCMH
 - CLS provider
- Ensuring consumers mailing addresses are up to date on <https://newmibridges.michigan.gov>
- Making sure consumers know their social security number and identifying Medicaid number

As more information is known, it will be shared with you.