



Provider Frequently Asked Questions (FAQs)

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

- 1. What is changing if your patient is receiving behavioral health services from Macomb County Community Mental Health (MCCMH)?**
Their behavioral health services and the care they receive from 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 members' current behavioral health provider in Macomb County change?**
HAP CareSource is working to contract with Behavioral Health providers that were previously in MCCMH's network.
- 4. Will any of the changes taking place affect your patient's current care and/or services?**
No. Member benefits are not changing. The only thing that is changing is who manages those benefits.
- 5. Who should patients contact for behavioral health care coordination?**
They can continue to work with their care coordinator at MCCMH through December 31, 2024. Members' HAP CareSource care coordinator is always available to them. They can call care coordinators 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 members should be aware of?**
Yes. They will receive a new HAP CareSource MI Health Link member ID card in the mail in December. Please encourage your patients to throw away their current member ID card and use the new one.
- 7. Who should patients contact with general behavioral health services questions?**
If they have a question before January 1, 2025, call MCCMH at 1-855-996-2264 (TTY: 711). If members have a question on or after January 1, 2025, they can call HAP CareSource MI Health Link Member Services at **1-833-230-2057 (TTY: 1-833-711-4711 or 711)**.
- 8. Who should members call if they are having a behavioral health related crisis?**
Call MiCal 988 or 911 for behavioral health related crisis. They 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 a member needs 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 a member needs 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 Provider Services at **1-833-230-2159**, 8 a.m. to 8 p.m., Monday through Friday Eastern Time (ET).

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