What is CSHCS?

Children's Special Health Care Services (CSHCS) is a program for children and some adults with special health care needs.

Children must have a qualifying medical condition and be 20 years old or younger.

Public health nurses and public health technicians in your local community are available to answer your medical/healthcare questions and to help you locate resources for your child. You may also go to **healthcare.mivu.org** to get more information about Children's Special Health Care Services.

Enrollment

When your completed application is received and processed by CSHCS, you will receive an eligibility letter listing approved medical providers and eligibility coverage dates.

It is important to take the eligibility letter with you to all of your child's appointments.

CSHCS can only reimburse medical care providers who are specialists and enrolled in the CSHCS program; all providers MUST be listed on the eligibility letter.

Coverage is renewed each year based on your child's medical eligibility. This is determined by the medical information submitted by your child's specialist.

What we need to know

Please notify your local health department if you have a change in:

- Name, address, or telephone
- Insurance coverage; with name of primary insurance, and a copy of the front and back of your insurance card
- Health care doctors and specialists
- Income
- Family size, including new members

What you need to know

- If your child has another condition that may be eligible for CSHCS, a public health nurse may help you make arrangements to have your child evaluated by a specialist.
- Private health insurance is billed first; all co-pays and deductibles are billed to CSHCS.
- CSHCS may be able to help with co-pays and deductibles.
- Keep all previous year tax returns.
- Young adults are allowed to stay on their parents' health insurance until age 26.
- CSHCS offers assistance with travel for treatment of CSHCS conditions by approved doctors and specialists. Medicaid Health Plans may be responsible for travel assistance.
- Travel must be approved before the appointment.
- Based on your income, you may be asked to apply for MIChild or Healthy Kids. You may be required to join a Medicaid Health Plan.
- Inquire about additional programs.

Some services may need prior approval

If your child's specialist prescribes medical equipment and/or supplies:

- Obtain a prescription from the specialist
- Take the prescription to a medical equipment supplier
- The supplier will submit a prior authorization to CSHCS
- The supplier will notify you if the item is not approved
- Remember, these are all normal steps in obtaining coverage

If you get a bill...

- Read and understand the billing
- What was the insurance coverage for the date of service?
- Does CSHCS have your correct insurance information?
- Was the provider listed on your child's eligibility letter?
- Send a copy of the eligibility letter to the provider with a copy of the bill
- If you receive another bill, contact your local health department CSHCS representative for assistance with this billing problem
- DO NOT PAY ANYTHING ON THE BILL THAT CSHCS SHOULD COVER AS CSHCS CANNOT REIMBURSE YOU
- Keep all records and billings for future reference

More to know...

Support for families:
Family Center for Children and Youth with Special Health Care Needs

(800) 359-3722

Monday-Friday
8 am - 5 pm

Health Department of Northwest Michigan

Serving Antrim, Charlevoix, Emmet and Otsego counties

1-800-432-4121

www.nwhealth.org

Shop for private health insurance **at**
www.healthcare.gov

Children's Special Health Care Services

www.michigan.gov/cshcs

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HEALTH DEPARTMENT of Northwest Michigan

Children's Special Health Care Services (CSHCS)

Important information for families with special needs children