

Michigan-Helpful Website Links and Telephone Numbers for the Billing and Coding of HealthySteps Aligned Services

The HealthySteps National Office Policy & Finance Team



About this Document

When focused on billing, coding, and reimbursement for HealthySteps aligned services, have you ever needed a link that would take you directly to a website that has the key information you are looking for? Do you need to speak to a live person regarding a key reimbursement-related question? If so, this document can help and/or point you in the right direction to get your questions answered.

Below you will find websites, and telephone numbers that may assist you in locating helpful information about Michigan’s Medicaid agency regarding questions such as patient eligibility, provider claims, provider enrollment, and information on specialty programs the state offers.

Michigan Medicaid Helpful Contact Numbers

Michigan Medicaid is a state-run health insurance program that provides essential medical, behavioral health, and long-term care services to eligible low-income residents. Administered by the Michigan Department of Health and Human Services (MDHHS), it offers medically necessary care from birth through end-of-life and ensures that individuals and families who might otherwise go without coverage can access the services they need.

The following contact numbers and email addresses will assist your providers and clinical staff in navigating the many departments within Michigan Medicaid.

For matters concerning claim status, prior authorizations, provider enrollment and revalidation, demographic updates, National Provider Identifier (NPI) status, member eligibility, or authorization requirements, inquiries should be directed to Michigan Medicaid for further guidance.

To facilitate timely and accurate assistance, providers may be required to supply identifying information, including the Provider ID number, NPI, and/or the recipient’s Medicaid identification number.

Provider Support Services: 800-292-2550

Medicaid Claims:	Option “3”
Enrollment (New Applications & Modification requests):	Option “4”
All other Issues:	Option “5”
My log-in Password Access:	Option “1”
Eligibility Inquires:	Option “2”
Assistance with buy-in & updates with other insurances:	Option “3”
Electronic Health Records:	Option “4”
All other questions:	Option “5”

Provider Support via email:

Providers with specific questions should submit their questions/concerns to: ProviderSupport@michigan.gov

Access to Care and Eligibility Considerations for Patients with Serious Mental Illness, Serious Emotional Disturbances and/or Intellectual/Developmental Disabilities

When a patient is diagnosed with, or is suspected of having, a Serious Mental Illness (SMI), Serious Emotional Disturbance (SED), or an Intellectual or Developmental Disability (I/DD), the Primary Care Provider (PCP) is required to initiate contact with the appropriate Prepaid Inpatient Health Plan (PIHP) and/or Community Mental Health Services Program (CMHSP) serving the patient's geographic area.

The toll-free contact numbers provided below are intended to support providers, clinical staff, and parents or caregivers in navigating Michigan Medicaid's system and accessing the appropriate mental health assessments, screenings, and specialized services.

10 REGION PIHP_CMHSP Regional Offices 2025 - 2026	
<u>Region 1- NorthCare Network CMH:</u> Pathways - (Alger, Delta, Luce, Marquette): 833-520-5381 Copper Country - (Baraga, Houghton, Keweenaw, Ontonagon): 877-906-2264 Hiawatha - (Chippewa, Mackinac, Schoolcraft): 800-839-9443 Northpointe - (Menominee, Dickinson, Iron): 800-750-0522 Gogebic: 833-906-5437	<u>Region 2- Northern MI Regional Entity: 800-834-3393</u> AuSable CMH - (Oscoda, Ogemaw, Iosco) Manistee-Benzie CMH - (Manistee, Benzie) North Country CMH - (Antrim, Charlevoix, Cheboygan, Emmet, Kalkaska, Otsego) Northern Lakes CMH - (Crawford, Grand Traverse, Leelanau, Missaukee, Roscommon, Wexford) Northeast CMH - (Alcona, Alpena, Montmorency, Presque)
<u>Region 3 – Lakeshore Regional Entity: 800-897-3301</u> Allegan CMH Muskegon CMH Network 180 - (Kent) Ottawa CMH West MI CMH - (Lake, Mason, Oceana)	<u>Region 4 – Southwest MI Behavioral Health</u> Barry CMH: 866-266-4781 Berrien CMH: 800-336-0341 Kalamazoo CMH: (888) 373-6200 Pines CMH – (Branch): 866-877-4636 St. Joseph CMH: 855-203-1730 Summit Pointe CMH – (Calhoun): 877-275-5887 Van Buren CMH: 800-922-1418 Woodlands CMH – (Cass): 800-323-0335
<u>Region 5 – Mid-State Health Network</u> Bay-Arenac CMH - (Bay, Arenac): 800-448-5498 CMH for Central MI - (Clare, Gladwin, Isabella, Mecosta, Midland, Osceola): 800-317-0708 CEI CMH - (Clinton, Eaton, Ingham): 800-372-8460 Gratiot CMH: 800 622-5583 Huron CMH: 888-482-8269 Ionia CMH: 888-527-1790 Lifeways CMH - (Jackson, Hillsdale): 800-284-8288 Montcalm CMH: 800-377-0974 Newaygo CMH: 800-968-7330 Saginaw CMH: 800-258-8678 Shiawassee CMH: 800-258-8678 Tuscola CMH: 800-462-6814	<u>Region 6 CMH Partnership of Southeast MI CMH:</u> Lenawee: 800-664-5005 Livingston: 800-615-1245 Monroe: 800-886-7340 Washtenaw: 800-4407548
<u>Region 7 - Detroit Wayne Integrated Health Network Detroit</u> Wayne CMH: 800-241-4949	<u>Region 8 - Oakland Community Health Network</u> Oakland CMH: 248-464-6363
<u>Region 9 - Macomb County CMH:</u> 855-996-2264	<u>Region 10 - PIHP CMH:</u> Genesee: 877-346-3648 Lapeer: 888-225-4447 Sanilac: 888-225-4447 St. Clair: 888-225-4447

*Crisis visits may require a different contact #, please contact the child's regional office to obtain the direct number for crisis services.

Helpful Website Links and Access to Michigan Provider Billing Manuals

The following links provide useful information related to Michigan Medicaid, such as provider manuals, coverage directly related to Federally Qualified Health Centers (FQHC), Community Health Centers, and Rural Health Clinics (RHC), Early and Periodic Screening, Diagnosis, And Treatment (EPSDT), Screenings Tools, and telehealth services.

Michigan Department of Health and Human Services. Medicaid Provider Manual. January 1, 2026:

<https://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>

Type in the search box:

Behavioral Health and Intellectual and Developmental Disability Supports and Services (PIHP)
Medicaid Provider Manual. Practitioner
Maternal Infant Health Program
Community Health Workers Services
Therapy Services
Early and Periodic Screening, Diagnosis and Treatment
Federally Qualified Health Centers
Rural Health Services
Home and Community Based Services
Telemedicine

Michigan Department of Health and Human Services (MDHHS). Non-Physician Behavioral Health Providers.

November 16, 2021. https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder50/Folder10/Non-Physician_Behavioral_Health.pdf?rev=514170377048430996c6d0a50b247ce1#:~:text=Page%2011-Covered%20Services,Reference%20Guide.

American Academy of Pediatrics. Recommendations for Preventive Pediatric Health Care. Bright Futures. February 2025.

https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf?_gl=1*7b9qkb*_ga*ODUxNjU1ODc5LjE3NDA0MzI1MDC.*_ga_FD9D3XZVQQ*MTc0MjI0Mjk4Ni4yLjEuMTc0MjI0MzEwMS4wLjAuMA..*_ga_GMZCQS1K47*MTc0MjI0Mjk4Ni4xLjEuMTc0MjI0MzEwMS4wLjAuMA.

Michigan Department of Health and Human Services (MDHHS). Maternal Infant Health Program.

<https://www.michigan.gov/mihp/about-us> Michigan Department of Health and Human Services. (MDHHS).

Medicaid Autism Spectrum Disorder Screening, Evaluation, and Treatment Recommendation Best Practice Guidelines. https://www.michigan.gov/-/media/Project/Websites/autism/Reference-Guides/Medicaid_ASD_Best_Practice_Guidelines_October_2019.pdf?rev=080b79a38db64f16a2d23ac00822bef.

Michigan Department of Health and Human Services. Non-Physician Behavioral Health Fee Schedule. January 2023, Revised January 2024. <https://www.michigan.gov/mdhhs/-/media/Project/Websites/mdhhs/Assistance-Programs/Medicaid-BPHASA/January-2023-DBs/Non-Physician-Behavioral-Health-012023-PDF.pdf?rev=8bc0b3c1671847a587cfd313d8cec0a6>.

Michigan Department of Health and Human Services. Practitioner Fee Schedule. July 2025 (Select Practitioner. July XLSX. Click on “View Report.” <https://www.michigan.gov/mdhhs/doing-business/providers/providers/billingreimbursement/physicians-practitioners-medical-clinics>.

The American Academy of Pediatrics Periodicity Schedule

Bright Futures, led by the American Academy of Pediatrics (AAP), is a national health promotion and prevention initiative program. The Bright Futures guidelines provide evidence-driven guidance for all preventive care screenings and health supervision visits. The Bright Futures Periodicity Schedule, also referred to as the periodicity table, lists recommended pediatric services such as screening requirements, and it is recognized by Healthy Connections and adopted as the standard of care in the state.



The AAP's Bright Futures 2025 Periodicity schedule:

<https://www.aap.org/en/practice-management/bright-futures/bright-futures-materials-and-tools/bright-futures-guidelines-and-pocket-guide/>.

Once in the page, click onto the hyperlink labeled, *"Bright Futures/AAP Periodicity Schedule."*

The following resource link contains a comprehensive listing of codes that align with Bright Futures. We recommend that you identify the codes most relevant to your practice's HealthySteps model and include those codes on your encounter form or billing sheet. It is highly recommended to append the required billing modifiers, so as to avoid common claim denials.



American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN®



Coding for Pediatric Preventive Care, American Academy of Pediatrics, Bright Futures, 2025.

<https://downloads.aap.org/AAP/PDF/Coding%20Preventive%20Care.pdf>

Early Childhood Social-Emotional Development Billing and Coding Guide

By ECDHS: Evidence to Impact Center, September 24, 2024

This resource provides pediatric providers with guidance on social-emotional developmental screening in well-child visits, billing and diagnosis codes, and case vignettes.

<https://earlychildhoodimpact.org/resource/early-childhood-social-emotional-development-billing-and-coding/>

The AAP Coding Hotline

The AAP offers a coding hotline as a resource to assist in accurate pediatric coding for services rendered to patients: <https://form.jotform.com/Subspecialty/aapcodinghotline>.

If you have a coding question, you can submit it via e-mail, and in most cases receive a response within the same week.

Submit your Coding Hotline Inquiry

Note: If you need to send additional supplemental information, it can be attached to your email. This information must be patient de-identified as required under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). If you do not remove all patient identifiers (e.g., patient name, DOB, account number, member ID, etc.), your document(s) will be shredded upon receipt.