

BEHAVIORAL HEALTH UPCOMING CHANGES - MEMBER FAQS:

- 1. What is changing for members receiving Behavioral Health services through Southwest Michigan Behavioral Health (SWMBH) or Macomb County Community Mental Health (MCCMH)?** Most behavioral health services for enrollees in the MI Health Link (MHL) program will be managed by Aetna rather than SWMBH or MCCMH.
- 2. When is the change taking effect?** January 1, 2023.
- 3. Will there be any changes to a member's current Behavioral Health provider?** Hopefully not. Aetna is working to contract with your Behavioral Health providers.
- 4. Will any of the changes taking place affect a member's current care and/or services??** No. Your benefits are not changing. The only thing that is changing is who manages those benefits.
- 5. Who should I contact for behavioral health care coordination?** You can continue to work with your care coordinator at SWMBH or MCCMH through 12/15/22. Your Aetna care coordinator is always available to you. You can call them directly or call Aetna Member Services at 1-855-676-5772 (TTY 711).
- 6. Will members receive an updated insurance card?** Yes. New cards will be mailed out by Aetna in mid-December. Please throw away your old card and use the new card.
- 7. Who should MHL members contact with general Behavioral Health services questions?** If you have a question before 1/1/23, call SWMBH Member Services at 1-800-676-5814 (TTY 711) or MCCMH Member Services at 1-855-996-2264 (TTY 711). If you have a question 1/1/23 or after, call Aetna Member Services at 1-855-676-5772 or TTY 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. You can also call Aetna Member Services at 1-800-676-5814 (TTY 711).
- 9. What is the process set in place for MHL members to file a grievance or appeal regarding a Behavioral Health related service?** Grievances and appeals for services that were delivered prior to 1/1/23. will be handled by either SWMBH or MCCMH. Grievances and appeals for services that were delivered on or after 1/1/2023 will be handled by Aetna.
- 10. Is there a direct line provided for members who wish to file a Behavioral Health related complaint?** For complaints for behavioral health services through 12/31/22, please contact either SWMBH or MCCMH. For complaints for services on or after 1/1/23, please call Aetna Member Services at 1-855-676-5772 (TTY 711).