

Affinity Group Questions for Eligible Populations and Families Section 298 Initiative

The Michigan Department of Health and Human Services and 298 Facilitation Workgroup developed the following set of questions as part of the Section 298 Initiative. The purpose of these questions is to collect input, feedback, and ideas on ways to improve the coordination of physical health services and behavioral health services in Michigan. The questions are based upon the design elements that were identified in the final report of the original 298 workgroup.

The Department and the workgroup specifically developed these questions for use by individuals who are eligible for behavioral health services and their families. These questions will be used during the Affinity Group meetings for Eligible Populations and Families. Individuals who do not participate in these meetings may also complete these questions and submit the responses to the Department separately.

Section 1: Please complete the questions below.

Question 1a: If you receive supports and services from a Community Mental Health (CMH) program that are paid for by Medicaid, would you like your CMH program to help coordinate all your health care? If so, what and how?

Question 1b: Would you prefer to keep your current health care doctors and service providers (for supports in the community, mental health, recovery services and other medical care)?

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Section 2: One recommendation made by the original 298 workgroup was that Michigan should “have an independent, state-level entity for all grievances, appeals, and rights complaints of CMHSP and Medicaid Health Plan (Medicaid HMO) service applicants/recipients.” There are multiple options for implementing this recommendation, including (a) the state contracts with an independent entity for this service, and the state’s Medicaid hearing officers are folded into that entity; or (b) an existing unit of state government is given the authority and policy freedom to undertake such responsibility (with Medicaid hearing officers again folded in). Under either option, state laws will have to be revised. Please complete the questions below.

Question 2a: Do you prefer either of these options, or do you have another suggestion?

Question 2b: Do you think the independent, state-level entity should also provide mediation service? How should mediation services be included?

Question 2c: Do you think there should be a single opportunity for promptly resolving a consumer complaint locally before it goes to the independent state entity?

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Question 2d: Would you have additional feedback if you were thinking about your physical health services or behavioral health services that are provided outside of your CMH?

Section 3: Since 2004, Michigan Medicaid prescriptions for mental health and epilepsy are managed directly by the Department of Health and Human Services instead of managed care entities and have largely not been subject to prior authorization procedures or other measures that delay receipt of the prescribed drug. Please complete the questions below.

Question 3: Would you prefer that these access protections for mental health and epilepsy medications be made permanent?

Section 4: Please complete the questions below.

Question 4a: Do you believe your person-centered plan or plan for health care services should be honored regardless of (1) who is paying or providing services or (2) the location of service delivery?

Question 4b: Should this also apply to physical health care services?

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Section 5: Please complete the questions below.

Question 5a: How much consumer and family representation should the governing boards of all publicly funded managed health care entities be required to have? Should they all be required to comply with open meetings and FOIA laws?

Question 5b: What other ways that should be used to ensure that you are represented in your community?

Section 6: Please complete the questions below.

Question 6a: What characteristics do you want in your treatment and support staff?

Question 6b: What do you think would increase the likelihood that staff you like would work with you longer?

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Section 7: Please complete the questions below.

Question 7: How do you believe peers could support your life if they were available?

Section 8: Please complete the questions below.

Question 8a: Is it important to you to pick any of the following in your person-centered planning process:

- (a) when and where planning meetings are held,
- (b) who can attend the meeting,
- (c) which services and supports you would receive, and the people (or staff) who would provide for them, and
- (d) who your facilitator is if the person-center planning process is facilitated by someone?

Question 8b: Why are these important and is there anything else that you would value?

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Question 8c: Is it important for you to be able change your plan when you want or need to?

Question 8d: If you or the person you care about has experienced trauma in your/his/her life, is it important to you that services be provided in a way that deals with that trauma?

Section 9: Please complete the questions below.

Question 9a: How do you want information that is needed to implement your person-centered plan to be shared among your providers?

Question 9b: How do you want information that is needed to implement your plan for health care services shared among your providers?

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Section 10: Please complete the questions below.

Question 10: What kinds of services for substance use disorder services would you want or need to be available?

Section 11: Please complete the questions below.

Question 11a: What types of early intervention (pre-crisis) services for children, youth and families would you find most helpful to you and your family?

Question 11b: What other issues of importance pertaining to needs of and services for children, youth & families should be tackled beyond early intervention for adolescents?

Section 12: Please complete the questions below.

Question 12a: Do you think your providers should receive incentives for achieving outcomes in your person centered plan/treatment plan?

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Question 12b: What outcomes are most important to you?

Question 12c: Which outcomes should be used to measure the system and ensure accountability?