



HEALTH PLAN

Resources for McLaren Health Plan Members living with HIV

Care Management Services

McLaren Health Plan has care managers available to assist our members living with HIV in many ways. Care managers can help members having trouble accessing needed health care, find resources and make referrals for health-related social needs, coordinate physical and behavioral health care, provide health assessment and education, and offer ongoing support. Each member is assigned a care manager upon enrollment into our plan. Members may contact Customer Service and ask to speak with their nurse. Providers can request care manager assistance by contacting Customer Service or by completing the [Referral to Care Management](#) form located on our website here:

<https://www.mclarenhealthplan.org/Uploads/Public/Documents/HealthPlan/documents/Provider%20Forms/Referral%20to%20Case%20Management.pdf>

- Members may also use our McLaren Helps platform to locate community-based services based on need and location <https://mclarenhelps.findhelp.com/>. Members can find resources like food, housing, transportation, utility assistance, support groups, and other categories.
- **Linguistic services:** Interpretation and translation services are FREE to MHP Medicaid and Healthy Michigan Plan members in any setting (ambulatory, outpatient, inpatient, etc.). If these members need help understanding MHP's written material or need interpretation services, they can call Customer Service at 888-327-0671.
- **Dental services:** McLaren Health Plan and Delta Dental want to make sure our members have the tools they need to understand their benefits, get care, and get help when needed. Use the Member Handbook understand benefits and find important contact information.

Digital resources:

- <https://www.mclarenhealthplan.org/mclaren-health-plan/healthy-michigan-members-mhp>,
- [Healthy Michigan Plan | Delta Dental of Michigan \(deltadentalmi.com\)](https://deltadentalmi.com)

Non-emergency Transportation Services

McLaren Health Plan covers transportation for medical, dental, and behavioral health treatment and services that are covered by the plan. Mileage reimbursement is also.

- **Scheduling Medical Transportation:** ModivCare 855-251-7100 or download the ModivCare app.



HEALTH PLAN

- **Mileage Reimbursement:** ModivCare 855-251-7100
 1. Members should call ModivCare at 855-251-7100 and report the driver and their trip details to obtain a trip number for their ModivCare Trip Log, aka Mileage Reimbursement form.
 2. Once the Trip number is obtained, it needs to be logged on the ModivCare Trip Log (ModivCare link below).
 3. After the Mileage Reimbursement form is completed by the member & signed by their provider, it needs to be submitted to one of the following:
 - a. By Mail: ModivCare Billing, 798 Park Avenue NW, Norton, VA 24273
 - b. By Fax: 866-528-0462
 - c. By Email: virginia.billingoperations@modivcare.com

ModivCare Trip Log Form & Trip Log Instructions are here:

<https://www.modivcare.com/facilities/mi/>

Community Health Worker (CHW) Services

McLaren Health Plan covers CHW services in accordance with Michigan Medicaid policy. The policy may be found here: <https://www.michigan.gov/mdhhs/-/media/Project/Websites/mdhhs/Assistance-Programs/Medicaid-BPHASA/2023-Bulletins/Final-Bulletin-MMP-23-74-CHW.pdf?rev=1acdb5207cf4492da71c78c3cbc61035&hash=36E8A72172C58BBA41492D5313AF9851>

Members are eligible for CHW services for health system navigation and resource coordination, health promotion and education, and screening and assessment. CHW services must be provided face-to-face.

CHW services must be recommended by a licensed health care provider. Authorization is not required for CHW services.

Behavioral Health Support

McLaren Health Plan covers behavioral health care for mild to moderate treatment. We promote open access to behavioral health services, and we do not require authorization, for both in-network and out-of-network providers. Services for severe persistent mental illness and substance use disorder are “carved out” from all Medicaid Health Plans in Michigan. These services are provided by the Prepaid Inpatient Hospital Plans (PIHPs). The list of PIHPs by region is located here:

<https://www.michigan.gov/mdhhs/-/media/Project/Websites/mdhhs/Folder1/Folder26/PIHPDIRECTOR.pdf>

You may also contact our Customer Service or Care Management Department for further assistance in connecting the member with behavioral health services.



HEALTH PLAN

PrEP Therapy

McLaren Health Plan covers PrEP therapy for our members. If you have a patient living with HIV who has an HIV negative partner that is a McLaren Health Plan member and needs PrEP therapy, it is covered. For more information about PrEP, visit the CDC website.

<https://www.cdc.gov/hiv/prevention/pep.html>

Our drug formulary is available on our website here:

<https://www.mclarenhealthplan.org/mclaren-health-plan/drug-formulary-search-and-resources>