

For Behavioral Health Providers: MDHHS Mental Health Care Provider Survey

The Michigan Department of Health and Human Services (MDHHS) is seeking feedback from Medicaid network providers regarding current processes for referring members to specialty mental health services through Community Mental Health Service Programs (CMHSPs).

MDHHS is working to strengthen coordination between Medicaid Health Plans (MHPs), Prepaid Inpatient Health Plans (PIHPs), CMHSPs and network providers. As part of this work, MDHHS developed a referrals module within Care Connect 360 (CC360) to support the tracking and coordination of mental health referrals across the Medicaid delivery system. The module was introduced to MHPs, PIHPs and CMHSPs in late 2025 and MDHHS is now evaluating the potential expansion of CC360 referral functionality to MHP network providers.

MDHHS is asking behavioral health providers to complete a brief, 10-minute survey to help assess:

- Current processes for initiating referrals to CMHSPs for specialty mental health services
- How providers follow-up on and track those referrals
- Gaps or challenges in coordinating referrals across the physical and behavioral health delivery systems
- Whether access to the CC360 referrals module could improve referral coordination, visibility and continuity of care for Medicaid members.

Survey deadline: September 21, 2026

Link: Complete the [MDHHS Mental Health Care Provider Survey](#)

Provider participation is encouraged. Feedback will help MDHHS better understand current referral workflows and identify opportunities to improve coordination and reduce the risk of Medicaid members experiencing gaps in care when transitioning between service delivery systems.

Questions regarding the survey or MDHHS mental health care coordination initiative should be directed to MDHHS directly via email to: MDHHS-MentalHlthFramework@michigan.gov.

McLaren Health Plan thanks you for the quality care you deliver!