



CSHCS Contact & FAQs



Q. What is Children's Special Health Care Services (CSHCS)?

A. Children's Special Health Care Services (CSHCS) is a program within the Michigan Department of Health and Human Services (MDHHS). CSHCS works to provide access and guidance to families of children and some adults with special needs to obtain health care and support services related to specific medical conditions that require specialty care.



Q. Who is eligible for the CSHCS program?

A. To be eligible for CSHCS, children must have a qualifying medical condition, live in Michigan and be 26 years old or under. There is no age restriction for Cystic Fibrosis and Hemophilia and Sickle Cell. Families of all incomes can enroll their child, including those with other health insurance.



Q. Will I need to do anything different as a primary care physician for my CSHC member?

A. MDHHS and Molina encourages primary care physicians to complete an attestation if they are willing to serve CSHCS members agreeing to the following qualifications:

1. Regularly treats children, youth or young adults with chronic health conditions.
2. Has a mechanism to identify children, youth or young adults with chronic conditions.
3. Provides expanded appointments when the children, youth or young adults has complex needs and requires more time.
4. Has experience in coordinating care for children, youth or young adults that see multiple professionals (pediatric subspecialists, physical therapists, mental health professionals, etc.)
5. Has a dedicated professional responsible for care coordination for children, youth or young adults who may see multiple professionals.
6. Will accept new patients with complex chronic health conditions.
7. As necessary, transfers children, youth or young adults with complex chronic medical health conditions to appropriate adult providers as these children/youth transition into adulthood.
8. Provides services appropriate for Health Care Transition, including but not limited to: the use of readiness assessment and adoption of a transition policy that is publicly posted and specifies: the transition time frame, transition approach, and legal changes that take place in privacy and consent at age 18
9. If applicable, utilizes the American Academy of Pediatric core principles of patient and family-centered care.



Q. How do I know if my Molina member qualifies for CSHCS?

- A.** Molina has specially trained Registered Nurses that provide case management to our CSHCS members and can help with resources and care navigation. If a provider feels that a patient may qualify for CSHCS they can refer to our CSHCS case management team (CMescalationMI@MolinaHealthcare.com) and they will review the case for eligibility and submit to MDHHS for approval.



Q. Where can I find more information on the CSHCS program?

- A.** MDHHS provides additional information and resources on their website [CSHCS Provider Information Page \(michigan.gov\)](#)



Q. How do I bill Molina Healthcare?

- A.** Contracted Providers treating CSHCS members may submit all electronic claims using the Molina Healthcare Provider Portal at: <https://www.availity.com/>. If you would like to begin submitting claims via EDI, please contact us at (866) 409-2935. Electronic Data Interchange (EDI): Payer ID 38334



Q. Will CSHCS members have benefits such as Transportation?

- A.** Yes, Patients, family, and caregivers can call Member Services at (888) 808-7969 or Molina's transportation vendor.

Quick Links:

- [Children's Special Health Care Services \(michigan.gov\)](#)
- [Children's Special Health Care Services, Contacts At A Glance \(michigan.gov\)](#)
- [CSHCS-Diagnosis_Codes-10-2024.pdf \(michigan.gov\)](#)
- [CSHCS specific PowerPoint Presentation](#)
- [Michigan Medicaid Provider Manual](#)

Contact Us!

Member and Provider Contact Center:

Phone (888) 898-7969

Provider Contracting and Credentialing:

Email: MHMprovidercontractingmailbox@MolinaHealthcare.com

Provider Services:

Email: MHMproviderservicesmailbox@MolinaHealthcare.com

Healthcare Services:

Email: CMescalationMI@MolinaHealthcare.com