

## GUIDE ON WHO TO DIRECT CLAIM INQUIRIES TO

Questions Regarding	Who to Contact	Email/Phone	Supervisor (if needed)
Claim Denial Appeals	Finance-Claims	<a href="mailto:Finance-claims@ceicmh.org">Finance-claims@ceicmh.org</a> (517) 346-8469 - Monica Young (517) 346-8229 – Melissa Eller	Pam Flory (517) 346-8209 <a href="mailto:flory@ceicmh.org">flory@ceicmh.org</a>
Claim Data Entry Questions			
Emergency Check Requests			
Reports, Remittance Advice statements and Denial Letters			
Training/Re-Training in SmartCare for Direct Entry Providers (i.e., claim entry questions, how to edit claims that have been entered, how to work claims that are in a "To Be Worked" denied status)			
Questions Regarding	Who to Contact	Email/Phone	Supervisor (if needed)
No Contract / Contract Questions	Finance-Contracts	<a href="mailto:Finance-contracts@ceicmh.org">Finance-contracts@ceicmh.org</a> (517) 346-8306 - Chelsea Park (517) 237-7160 - Annette Pepper	Valarie Pierson (517) 346-8258 <a href="mailto:piersonv@ceicmh.org">piersonv@ceicmh.org</a>
Questions Regarding	Finance-Contracts	Email/Phone	Supervisor (if needed)
Authorization - Not sure who to contact.	Provider Network Support	<a href="mailto:providersupport@ceicmh.org">providersupport@ceicmh.org</a> (517) 346-8306 - Chelsea Park (517) 237-7160 - Annette Pepper	Valarie Pierson (517) 346-8258 <a href="mailto:piersonv@ceicmh.org">piersonv@ceicmh.org</a>
Billing Code Questions			
Contract Rate Discrepancies			
Missing Diagnosis Code			
Missing Billing Codes and/or Rates in Contracts			
Provider/Site Set-up, Changes in Banking Information for EFT Deposits			
Streamline (SmartCare) User Requests - Add/Change/Terminate Users			
SmartCare Password Assistance / How to Log into to SmartCare			
Unable to see Client Information			
Missing Authorizations or Claim Line Under Review Questions - Program Contacts			Supervisor (if needed)
ABA Programs	EOB Third-Party Claim Questions	<a href="mailto:ABAassessments@ceicmh.org">ABAassessments@ceicmh.org</a> Carisa Beard (517) 664-5320, Ext 9959	Lynn Roper (517) 664-5320, Ext 9440
AMHS Residential	Missing Authorizations	<a href="mailto:sifers@ceicmh.org">sifers@ceicmh.org</a> Maryanne Sifers (517) 346-8322	Brooke Hall (517) 346-8007
COFR	Missing Authorizations	<a href="mailto:seely@ceicmh.org">seely@ceicmh.org</a> Tonya Seely (517) 887-5312	Elise Magen (517) 346-8239
CSDD Residential	<b>Out of County Homes</b> - (Alternative Services- Martin Home, Beacon, Case Mgt of MI, Flatrock, Spectrum) <b>Specialized A Homes</b> - R&B Only (S9976) <b>Beacon-Coleman B-Home</b> - Medical Only (T1999)	<a href="mailto:howser@ceicmh.org">howser@ceicmh.org</a> Brenda Howser (517) 346-9504	Drew Kersjes (517) 346-9596
CSDD (CLS/Respite)	Missing Authorizations	<a href="mailto:coero@ceicmh.org">coero@ceicmh.org</a> Ron Coe (517) 346-9538	Kevin Cobb (517) 237-7127 <a href="mailto:cobbk@ceicmh.org">cobbk@ceicmh.org</a>
Life Consultations (CSDD)	A/B Home Contracts and HAB Supports	<a href="mailto:coero@ceicmh.org">coero@ceicmh.org</a> Ron Coe (517) 346-9538	Kevin Cobb (517) 237-7127 <a href="mailto:cobbk@ceicmh.org">cobbk@ceicmh.org</a>