



# Michigan Department of Health and Human Services Stakeholder Engagement Solicitation

Please return this survey in time for the due date of March 31, 2025.

Attn: Audra Parsons  
MDHHS Specialty Behavioral Health  
400 South Pine Street, 6th Floor  
Lansing, MI 48933

**Background** Michigan's Medicaid Specialty Behavioral Health System provides services for individuals with intellectual and developmental disabilities, adults with serious mental illness, children with serious emotional disturbance, and individuals with substance use disorders. To administer these benefits, the state contracts with Prepaid Inpatient Health Plans (PIHPs) that are responsible for paying for and helping people use Medicaid-covered behavioral health services. In late 2025 or early 2026, MDHHS will ask for proposals for new contracts to administer the provision of specialty behavioral health services to people enrolled in Medicaid. Through this survey, MDHHS is seeking recommendations and feedback for improving the program and updating the contracts. MDHHS wants input from people enrolled in the specialty behavioral health Medicaid program and their families, as well as advocacy groups, community-based organizations, health care and other providers, health systems, health plans and other interested parties.

**Guiding Principles** The principles guiding this effort are to protect and promote the constitutional and statutory rights of recipients of public mental health services and empower them to fully exercise these rights. MDHHS seeks to achieve this in all its initiatives, including Specialty Behavioral Health Plan procurement initiative.

**Instructions** Please complete this survey, which includes both closed- and open-ended questions, no later than 5 p.m., EST, Monday, March 31st. For more information or to stay updated on this initiative, please visit

[Michigan.gov/BehavioralHealth](https://Michigan.gov/BehavioralHealth)

\*Required

1. On a scale of 1 to 5, how would you rate the behavioral health services provided by Medicaid through its contracts with the Prepaid Inpatient Health Plans in terms of accessibility, quality, and effectiveness?\*
1. Very poor 2. Poor 3. Neutral 4. Good 5. Excellent

1	2	3	4	5
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2. For question #1, why did you choose the ranking you did (very poor, poor, neutral, good, excellent)?\*

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1. How satisfied are you with the availability of behavioral health providers, e.g., psychiatrists, therapists, counselors, peers, technicians, case managers, supports coordinators, direct care workers?\*
1. Very Dissatisfied 2. Dissatisfied 3. Neutral 4. Satisfied 5. Very Satisfied

1	2	3	4	5
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2. What changes would you suggest to improve the provider network and ensure better access to services?

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3. What are the greatest strengths of Michigan's specialty behavioral health system that you'd like to assure are preserved through this procurement?

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4. What are the biggest challenges with the current system you'd like MDHHS to address through this procurement?

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MDHHS may consider program changes to advance the goals of strengthening the specialty behavioral health system in Michigan. Below is a sample list of potential program changes. This sample list is intended to make it easier for you to provide input. Any final program changes would look different than those below.

**Please score each of these sample program changes. A “10” means the sample program change is most important and a “1” means it is least important. Please provide comments on the program changes on the lines provided.**

5. Improve choice for individuals in need of services.\*

1	2	3	4	5	6	7	8	9	10
Least Important					Most Important				

6. Improve the person-centered planning process to verify everyone has the ability to exercise self-determination.\*

1	2	3	4	5	6	7	8	9	10
Least Important					Most Important				

7. Improve the coordination of services between behavioral health and physical health services so they are easier for people to access and use.\*

1	2	3	4	5	6	7	8	9	10
Least Important					Most Important				

8. Increase the role of peers in providing care.\*

1	2	3	4	5	6	7	8	9	10
Least Important					Most Important				

9. Strengthen the standards that make sure there are enough providers available (sometimes called “network adequacy and access standards”).\*

1	2	3	4	5	6	7	8	9	10
Least Important					Most Important				

10. Expand care settings and services to allow people to get the levels of care when and where they need it.\*

1	2	3	4	5	6	7	8	9	10
Least Important					Most Important				

11. Strengthen consumer protections (conflict-free case management, fair and unbiased grievance and appeals processes, etc.).\*

1	2	3	4	5	6	7	8	9	10
Least Important					Most Important				

12. Improved contract oversight and enforcement mechanisms.\*

1	2	3	4	5	6	7	8	9	10
Least Important					Most Important				



13. Any feedback on the potential program changes scored above?\*

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14. If you have any other feedback, please include it here.

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15. Please tell us which of the following groups best describes you.\*

- ☐ Person enrolled in Medicaid or family member
- ☐ Consumer advocacy group
- ☐ Community Mental Health Services Program
- ☐ Behavioral health provider
- ☐ Hospital or health system
- ☐ Primary care provider
- ☐ Provider serving federally recognized Michigan Indian tribes
- ☐ Prepaid Inpatient Health Plan
- ☐ Health plan
- ☐ Local health department
- ☐ Other

16. What is your name and, if applicable, your organization's name?

This information is optional.

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