



QUICK REFERENCE: VIEW LETTERS

The **myHealthButton** app is available to members of Medicaid, Healthy Michigan Plan, MI Child, and Children's Special Health Care Services (CSHCS) served by the State of Michigan. It puts control of your health care benefits and services in your hands by providing real-time access instantly and securely.

The Communications feature allows members to view their inquiries, complaints, and letters from MDHHS.



Letters available in myHB include:

- Authorization, Partial Authorization, or Denial of Services
 - Medical Equipment or Services
 - Dental Services
 - Private Duty Nursing Services (Including No Medicaid Eligibility, Notice of Reduction/Termination, and Services Not Required)
 - Out of State Services
 - Transportation Services Only
- Eligibility Issues
- Documentation Required for Periodic Review
- Client and Family Transition Letters
- Member MOMS Eligibility Letter
- Guardian Letter
- Missing Info and Insufficient Information Letters
- Income Review Payment Agreement (IRPA)
- Medicare Birthday Letter
- Non-enrolled Provider

See page 2 to learn how to request a letter through myHealthButton



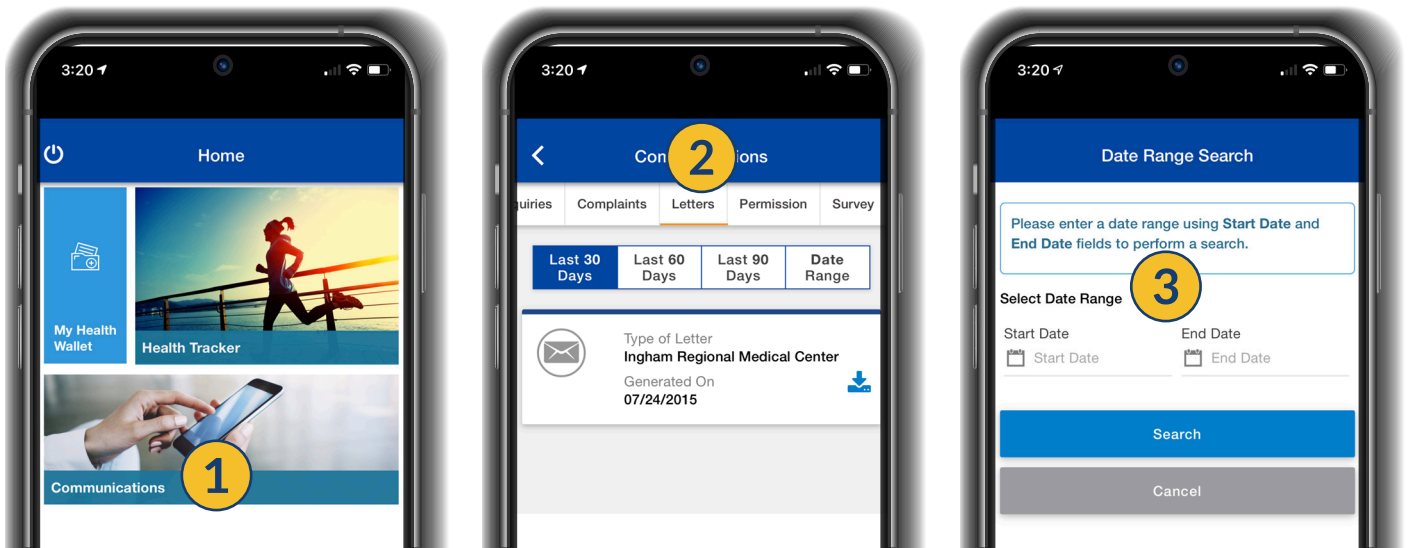
This feature is also available on the **myHealthPortal** at <https://myhbclid.state.mi.us>. If you have general questions, email Beneficiary Support at beneficiarysupport@michigan.gov or call the Beneficiary Help Line at 800-642-3195, TTY: 866-501-5656. For information about the app or more help with features, visit www.michiganhealthit.org/myhealthbutton/ or contact us at myHealthButton@michigan.gov. Download the **myHealthButton** app from Google Play or the Apple App Store.



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1. Tapping the **letters** tab on the **communications** screen displays the **letters** screen. the screen displays the list of letters that were sent to the member.
2. Tapping the icon opens the corresponding letter. The device used to open the corresponding letter may require a PDF or Word document viewer to view the file.
3. By default, the letters sent for the **last 30 days** option is selected. however, users can select the **date range** option from the search field to see letters from the **last 60 days, last 90 days, or custom date range**.



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