



**GUIDE ON WHO TO DIRECT CLAIM INQUIRIES TO FY2026**

Questions Regarding	Who to Contact	Email/Phone	Supervisor (if needed)
Claim Line Under Review Release, EOB Third-Party Claim Questions, Missing Diagnosis Code	ABA Programs	<a href="mailto:ABAAssessments@ceicmh.org">ABAAssessments@ceicmh.org</a> Carisa Beard (517) 664-5320, Ext 9959	Lynn Roper (517) 664-5320, Ext 9440
Claim Line Under Review Release, Missing Authorizations, Missing Diagnosis Code	AMHS Residential	<a href="mailto:swanson@ceicmh.org">swanson@ceicmh.org</a>	Brooke Hall (517) 346-8007
		Maryanne Swanson (517) 346-8322	
Claim Line Under Release, Missing Authorizations, Missing Diagnosis Code	RESIDENTIAL COFR	<a href="mailto:seely@ceicmh.org">seely@ceicmh.org</a>	Elise Magen (517) 346-8239
		Tonya Seely (517) 887-5312	
Out of County Homes - (Alternative Services-Martin Home, Beacon, Case Mgt of MI, Flatrock, Spectrum) Specialized A Homes - R&B Only (S9976) Beacon-Coleman B-Home - Medical Only (T1999)	CSDD Residential COFR	<a href="mailto:gunnerso@ceicmh.org">gunnerso@ceicmh.org</a> Arden Gunnerson (formerly Brenda) (517) 346-9504	Aaron Bakken <a href="mailto:bakken@ceicmh.org">bakken@ceicmh.org</a> (517) 346-9544
Claim Line Under Review Release, Missing Authorizations Missing Diagnosis Code,	CSDD (CLS/Respite)	<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>
A/B Home Contracts and HAB Supports, Missing Diagnosis Code	Life Consultations (CSDD)	<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>
Questions Regarding	Who to Contact	Email/Phone	Supervisor (if needed)
Claim Data Entry Questions	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 Denial Appeals			
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	Who to Contact	Email/Phone	Supervisor (if needed)
Streamline (SmartCare) User Requests - Add/Change/Terminate Users	Provider Network Support	<a href="mailto:providersupport@ceicmh.org">providersupport@ceicmh.org</a>	Valarie Pierson
SmartCare Password Assistance / How to Log into to SmartCare		(517) 346-8306 - Chelsea Park	(517) 346-8258
Contract Rate Discrepancies		(517) 237-7160 - Annette Pepper	<a href="mailto:piersonv@ceicmh.org">piersonv@ceicmh.org</a>
Missing Billing Codes and/or Rates in Contracts			
Provider/Site Set-up, Changes in Banking Information for EFT Deposits			
Unable to see Client Information			