

CareLink/ConsumerLink Networks Coordination of Benefit (COB) Manual

The information in this manual was compiled from a variety of sources to educate professionals working in the community mental health system on the numerous benefit plans available for the people we support. Information from this manual can and should be shared with persons in need and assistance should be provided to ensure their questions are answered and they are linked with all appropriate benefits in a timely fashion.

The need for increased tracking and oversight of COB is being emphasized at the Federal level to the states. In our state, the directions are established by the Michigan Department of Community Health (MDCH) and sent out to the Detroit-Wayne County Community Mental Health Agency (the local Pre-Paid Inpatient Health Plan (PIHP)). For this reason, this Manual contains the COB guidelines promulgated by both MDCH and to the Detroit-Wayne County Community Mental Health Agency (Agency) as references.

While the guidelines are established from the top down, CareLink and ConsumerLink Networks recognize that the most important pieces of Coordination of Benefit take place between the individual and his/her case manager/supports coordinator (or Intake/Access staff). It is hoped, therefore, that the information contained in this Manual will be helpful in the assessment process.

Changes are frequent, so please consider this a “living document”. If more current information is available in any of the areas contained within this Manual or if I have made any errors, please bring them to my attention via e-mail at dpankotai@bhpnet.org.

Thank You

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