



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
OFFICE OF THE GOVERNOR
LANSING

GARLIN GILCHRIST II
LT. GOVERNOR

July 12, 2022

Barry S. Cargill
President and CEO
Michigan HomeCare & Hospice Association
VIA EMAIL

Dear Mr. Cargill,

Thank you for your letter and your advocacy on behalf of homecare providers. I appreciate the opportunity to respond and reaffirm my commitment to ensuring auto accident survivors get the quality care they deserve.

As you know, a change in the fee schedule for post-acute care providers must originate in the legislature. I have shared my openness to working with legislative leadership to find a bipartisan solution that protects access to care for crash victims. My offer to discuss targeted legislation remains unchanged. Unfortunately, this openness has consistently been met with disinterest, and legislators have publicly declared their intent not to amend the law during this legislative term.

Regardless of where legislative leadership stands, I will continue to work through the Department of Insurance and Financial Services (DIFS) to support homecare providers and crash victims. Last year I directed DIFS to use all tools at their disposal to ensure continuity of care. Their customer support team is working to (1) expedite insurer responses to any inquiries and complaints pertaining to access to care concerns for auto accident survivors and their families; and (2) ensure that auto insurers take responsibility for assisting policyholders with securing appropriate care. I encourage any consumer or provider who is unable to resolve their concerns by working directly with their auto insurer to contact DIFS for assistance Monday through Friday from 8 a.m. to 5 p.m. at 833-ASKDIFS (833-275-3437), or file a complaint at Michigan.gov/DIFScomplaints.

Until legislation is sent to my desk for signing, we know there is more work to do. I remain a partner to homecare providers across the state and stand ready to take action in support of care givers, survivors, and their families. Thank you again for your correspondence and dedication to caring for and amplifying the voices of Michigan's most vulnerable.

Sincerely,

A handwritten signature in blue ink that reads "Gretchen Whitmer". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Gretchen Whitmer
Governor of Michigan