

**DEPARTMENT
POLICY****MA only****Requesting a
Replacement
mihealth card**

A new mihealth card may be issued if the client does not receive a card, or if the card is lost, stolen or damaged. The client must call the beneficiary helpline at 1-800-642-3195 to request a replacement card. The replacement card cannot be issued in the local DHS office. Michigan ENROLLS will verify if the address in Bridges is correct. If the address is incorrect the client will be referred to the local DHS office for an address correction. A new card will not be issued until the address has been updated and the client contacts Michigan ENROLLS again.

Clients must be advised that if they find their original mihealth card after a replacement is received, the previous card must be destroyed.

LEGAL BASE**MA**

MCL 400.60(2)