
REFERRAL INTAKE

A referral can be received by phone, mail, or in person at the local Michigan Department of Health and Human Services (MDHHS) office. The referral must be entered on ASCAP upon receipt or entered using the document date stamp of receipt to the MDHHS office as the referral date. The referral source does not have to be the individual in need of the services.

Commonly, the MDHHS office will receive referrals or applications from the Adult Foster Care (AFC) or Homes for the Aged (HA) facilities. The AFC/HA's should be encouraged to send in applications as soon as they have any new residents who may be eligible or already receiving Medicaid.

Registration and Case Disposition

Action

Register the client on ASCAP by completing a **thorough** search for any previous cases. Enter as much of the information of the client (complete name, address, date of birth, or recipient identification number) in the ASCAP client search.

ASCAP also allows an adult services worker to conduct a Bridges search to locate any existing data on an individual who has been assigned a recipient identification (ID) number.

Note: When using the Bridges search located under the Bridges tabs in ASCAP, exhaust all information before adding the client as new in order to avoid assigning duplicate recipient ID numbers or the incorrect recipient ID number.

- If client name is found with the same date of birth and other information on the referral, select that client name from the list and ASCAP will populate the client information screen with the Bridges information.
- If the client name and referral information is not found in the resulting search list, then the client can be added and Bridges will assign a recipient ID number.

Complete the **Basic Client** tab and then enter the application date in the **Referral Details** tab making sure it matches the stamped receipt date on the DHS-390, Adult Services Application (if the application was received by mail). Otherwise, enter the date the

information was gathered by phone or personal visit as the correct referral date).

Make sure the correct date is entered before leaving the Referral information screen or before hitting the save button as it cannot be changed after the screen is updated by the adult services worker. If changes to the referral date are required, it must be done by the supervisor.

Note: If the application is received after the referral, there is an area to enter the application date on the disposition module in ASCAP.

A supervisor or office designee assigns the referral to the adult services worker.

Documentation

Print the ACP introduction letter, the DHS-390, Adult Services Application, (if not already received) and the DHS-54A, Medical needs form, (if not received) and send to the client. The introduction letter allows the client 21 calendar days to return the documentation to the local office.

Note: The introduction letter **does not** serve as adequate notification if personal care services are denied. The adult services worker must send the client a **DHS-1212A, Adequate Negative Action Notice**. See **ASM-010, ACP Program Eligibility**.

Standard of Promptness (SOP)

The adult services worker must determine eligibility within the **45 day standard of promptness** which begins from the time the referral is received and entered on ASCAP. The referral date entered on ASCAP must be the date the referral was received into the local office. The computer system calculates the 45 days beginning the day after the referral date and counting 45 calendar days. If the due date falls on a weekend or holiday, the due date is the next business day.

When a signed DHS-390 serves as the initial request for services, the referral date must be the date the application was received in the local office not when the application was signed by the client

Note: A medical need form **does not** serve as an application for services. If the local office receives the DHS-54A, a referral must be entered on ASCAP for the date the DHS-54A was received in

the local office and a DHS-390 application sent to the individual requesting services.

After receiving the assigned case, the adult services worker gathers information through an eligibility search, contacts, etc. to make a determination to:

- **Open**-The adult services worker enters the date on the day they open the case in the ASCAP disposition tab.
- **Deny or withdraw** the referral- See **ASM-010, ACP Program Eligibility**, for information on correct letter to send to the client.

ACP Referral Transfer process

The ACP referral needs to be initiated in the county where the adult is currently found. If the adult has a permanent address in another county, the referral is registered in the county where the adult is physically found and then transferred to the county where the adult returns or to the county of the AFC where the adult decides to live.

Before any referral or open case is transferred to another county, make sure detailed comments of important information are included in the general narrative and any other information updated in the other sections of ASCAP. A call to the receiving county supervisor to alert them a referral is arriving is a best practice and courtesy to follow.