
OVERVIEW

The Home Help program is administered by the Michigan Department of Health and Human Services (MDHHS) and provides personal care services to individuals who need hands-on assistance with Activities of Daily Living (ADLs) and assistance with Instrumental Activities of Daily Living (IADLs) including tasks for travel time for shopping and/or laundry, approved by the Adult Services Worker (ASW).

MDHHS has a responsibility to ensure payments for personal care services are for approved activities only. Community Health Automated Medicaid Processing System (CHAMPS) is the electronic system for Medicaid provider encounters.

SERVICE VERIFICATION TIED TO PAYMENT

Home Help individual caregivers must submit an electronic service verification (ESV) or a paper service verification (PSV) each month through CHAMPS before a warrant is generated. An ESV or PSV should be submitted on or after the last day services were provided for the service month. The individual caregiver must include an accurate record of services they provided on the ESV or PSV.

Note: A payment authorization must be completed in MiAIMS for an ESV to be available for completion in CHAMPS or for a PSV to be generated from CHAMPS.

ESVs or PSVs must be received within 365 days of the service date. Failure to submit an ESV or PSV within 365 days of the service date will result in non-payment.

For individual caregivers, payment authorizations can be entered up to six months in the future or through the last day of the month of the next review date, whichever comes first, if the hours remain consistent. For agency providers, service verification must be submitted prior to payment authorizations being entered in MiAIMS.

**BPHASA-2207,
Home Help Billing
for Hospital
Admission Date
Form**

The Individual caregivers or agency providers may be eligible for payment for date of hospital admission if the Home Help services were performed prior to the time of hospitalization.

- The provider must complete BPHASA-2207, Home Help Billing for Hospital Admission Date form to document the date and time services were provided.
- The form can be signed by a Home Help individual caregiver employed by the Home Help client or an authorized Home Help agency representative. An authorized agency representative is an individual who is authorized to act on behalf of the agency owner.
- Individual caregiver or agency provider submits a completed, signed, and dated BPHASA-2207, Home Help Billing for Hospital Admission Date form to the adult services worker or local MDHHS office as soon as possible after learning the Home Help client was admitted to a hospital but no later than 365 days from the date services were provided.

**ELECTRONIC
SERVICE
VERIFICATION (ESV)**

The electronic service verification lists the ADLs, IADLs and tasks of travel time for shopping and/or laundry, approved by the ASW.

- Individual caregivers are required to log completed tasks on their ESV for days of service.
- Only tasks provided and checked on the ESV will be paid, which payment is only up to the amount allocated on the approved Time and Task for the caregiver.
- ESVs may be corrected and resubmitted if the caregiver missed documenting a provided task.
- MDHHS will issue a separate payment for eligible tasks added to their ESV correction if payment has already been generated for the month.

- ESV corrections can be made to an ESV up to 365 days from the date the Home Help services were provided.
- If the caregiver checks tasks not provided and has been paid, the individual caregiver must notify the ASW of the overpayment. ASW will initiate recoupment of payment for services not provided. See [ASM 165, Overpayment and Recoupment Process](#).

The ASW may access CHAMPS to view the submission of an electronic service verification.

Home Help individual caregivers with questions on how to submit an ESV should be referred to the MDHHS Home Help website at www.michigan.gov/homehelp or call Provider Support Services at 1-800-979-4662.

PAPER SERVICE VERIFICATION (PSV)

A paper service verification (PSV) form is available as an **exception** for individual caregivers who are unable to submit an electronic service verification. Individual caregivers eligible for this **exception** must meet the following criteria.

- The individual caregiver does **not** have access to a computer.
- The individual caregiver does **not** have access to the internet.
- Internet access is unavailable within 15 minutes of where the client or caregiver resides and the caregiver has a valid reason, such as a lack of transportation or is unable to leave the client alone.
- The individual caregiver lives in a rural area where internet is scarce or non-existent.

The adult services worker can generate the paper service verification (PSV) form through CHAMPS, along with a cover sheet and instructions for completing the PSV. Individual caregivers are required to return the form monthly to the following mailing address located on the cover letter:

MDHHS Adult Home Help
P.O. Box 26007
Lansing, Michigan 48909
OR

Fax to 517-763-0111

The PSV lists the activities of daily living (ADL) and instrumental activities of daily living (IADL) including tasks for travel time for shopping and/or laundry, approved by the ASW.

- Individual caregivers are required to log completed tasks on their PSV for days of service.
- If the caregiver checks tasks not provided and has been paid, the individual caregiver must notify the ASW of the overpayment so a recoupment can be initiated.

AGENCY BILLING

Agency providers must submit a monthly billing using the MSA-1904, Home Help Agency Invoice, for each month of service. Each invoice must include an accurate record of the Home Help services that were provided on each day of the billing period. The record must include only the services authorized for the client served in a billing period.

Authorization for payment cannot be entered in MiAIMS until the MSA-1904, Home Help Agency Invoice, is received. The invoice should not be received prior to the last day services were provided for the month. Hours billed must not exceed the approved functional assessment client time and task amount. If an invoice is not accurate, the ASW must request a corrected invoice before payment is authorized.

Invoices must be received within 365-days of the service date. Failure to submit an invoice within 365-days of the service date will result in non-payment. Agency providers may download a fillable version of the MSA-1904 Home Help Agency Invoice, from www.michigan.gov/homehelp.

REFERENCES

For more information see [ASM 135, Home Help Caregivers](#), [ASM 136, Agency Providers](#) and [ASM 165, Overpayment and Recoupment Process](#).

LEGAL

Title XIX of the Social Security Act, 42 USC 1346 et seq. 42 CFR

Social Welfare Act, 1939 PA 280, as amended, MCL 400.14(1) (p)

CONTACT

For more information contact MDHHS-HOME-HELP-POLICY@michigan.gov.