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**DEPARTMENT  
POLICY**

Authorize and issue payment for all State Emergency Relief (SER) covered services using the DHS-849, Authorization/Invoice. **Proof of emergency and need amount must be obtained before authorizing a payment.** The Michigan Department of Health and Human Services (MDHHS) Electronic Document Management (EDM) tracks and stores electronic (scanned) images of case documentation. EDM documents are considered the document of record and should be treated as the original.

The worker must ensure proof of emergency and need amount has been scanned into the ECF for reconciliation purposes. The case copy of the DHS-849 can be found in Bridges Correspondence.

Bridges automatically creates the DHS-849 when a SER application has been approved and certified.

The DHS-849 is available for viewing and printing in the *Correspondence/View Pending* link in the left navigation bar.

DHS-849 must be local printed to move it to the *Correspondence/View History* link in the left navigation bar and can be viewed there for reference or reprinting.

In some cases, the client and/or provider signature is required on the original DHS-849. For deliverable fuels, signatures on the DHS-849 are not required. For home repairs, the DHS-849 must be signed by the provider and the client. The client's signature on the DHS-849 is not needed if the provider submits an itemized bill or statement of services which states the client's name, address and is signed by the client. See attachment at the end of this item for more information.

In instances where the DHS-849 is returned to the department and contains the customer signature and/or provider signature, a copy must be scanned into the EDM.

**Note:** Payments for deliverable fuel, wood and home repairs will continue to pend until the worker completes the payment by accessing the Benefit Issuance/Pending SER screen. Payments will be generated to the provider *only after* the questions under *Worker Use* are answered. Payments will pend indefinitely until the worker completes this procedure.

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**SER  
Authorization**

Do **not** authorize a SER payment **before** a service is provided, **or** before a SER group has made a required copayment, contribution, prorated or shortfall payment. See ERM 306 for burial copayments and contributions. This will avoid situations where payments are made without services being provided.

**PROVIDER  
ENROLLMENT**

All SER service providers must be enrolled in Bridges before payment can be issued. Energy providers must be enrolled by central office, however, the local office should provide a DHS-355, Energy Supplier Participation Agreement, to providers requesting enrollment.

Providers must register in the SIGMA Vendor Self Service (VSS) in order to receive a SER payment. Please refer providers to the VSS system, [State Budget Office - SIGMA \(michigan.gov\)](https://www.michigan.gov/state-budget-office), prior to enrollment.

See BAM 435, Provider Management, for more information and details.

Third party billing companies and collection agencies are not eligible to receive ES or SER funds, as they are not the actual services provider. Requests for enrollment by such companies will be denied.

Examples of third-party billing companies are:

- Universal Utilities.
- D & B Billing Services.
- Electrical Inspection Company.
- Infinity Billing Enterprises.

**AUTHORIZATION  
PERIOD**

The SER authorization period is 30 days. The authorization period begins on the date the local office receives a signed application for SER or receives an electronic application from MI Bridges and ends 29 days later. For example: Application filed on March 1. The authorization period is March 1 - March 30.

Additional requests for any SER service during the authorization period is entered in Bridges as an additional service, not as a new application. Any copayments, shortfalls or contributions that must be paid are subject to the authorization period end date regardless of the date the service is requested.

### SALES TAX ON DELIVERABLE FUELS

Payments to deliverable fuels are subject to sales tax unless ordered by, billed to, and paid by DHHS.

**Example:** Client completes application requesting assistance with their fuel oil/propane. Specialist sends email to provider requesting estimate/invoice for propane fill for their client. (Invoice should be made to DHHS, with client's address for delivery). Propane company emails DHHS specialist the estimate/invoice. Since DHHS ordered the propane and received the estimate/invoice and DHHS will make payment, the invoice is tax exempt. (DHHS is the purchaser of the service, therefore exempt from sales tax)

**Example:** Client completes application requesting assistance with fuel oil/propane and provides an estimate/invoice. Specialist processes request and approves. Since the estimate/invoice is between the provider and the client, the invoice is subject to sales tax. (The invoice is between the client and the provider, therefore, since the client is the responsible party, it is subject to sales tax)

### WARRANT REWRITE

The Provider Management Unit will issue a memo to notify the local office specialist when a treasury warrant, returned to central office, needs corrective action. Supportive documentation will accompany the memo for audit purposes. Attach the memo and documentation to a new DHS-849 authorization and forward to the fiscal unit after processing online. **Do not** replace a vendor/provider warrant unless notified by the program office; see BAM 435.

### CORRECTION OF MISISSUANCES

Local offices are responsible for correcting SER issuances made in error. The correction process depends on the type of misissuance and eligibility status of the group. Take collection action on all

overissuances regardless of case status. Correct all underissuances.

## UNDERISSUANCE

When an underissuance is found, it is the responsibility of the specialist to determine the amount. The specialist is to authorize a supplemental DHS-849 payment if the group is eligible.

## INCORRECT ISSUANCES

When an overissuance is found, it is the responsibility of the specialist to determine the amount and send the MDHHS-6052, SER Overissuance Letter to the provider to obtain a refund. The specialist must provide a copy of the letter and supporting documentation of the overissuance to the Collections Unit Mailbox, [MDHHS-Collections-Unit@michigan.gov](mailto:MDHHS-Collections-Unit@michigan.gov).

Correction of an issuance error may require a reissuance. For example, an issuance error may be a payment made under the wrong case number. To correct this, the local office must recover the incorrect issuance and re-process the original SER application in order to issue a new DHS-849 payment under the correct case number, if the group is eligible as described above.

In some cases, the correct account may be paid but under the wrong case number or for the wrong client. If the provider has credited the correct group's account, recovery/reissuance is not necessary. However, the fiscal or lifetime cap(s) must be corrected for the correct client. Notify the Energy and Emergency Services program office of any needed adjustments to the fiscal year cap amounts.

**Note:** When a refund is being requested from DTE, please send the request to the following email address: [lipayments@dteenergy.com](mailto:lipayments@dteenergy.com).

**Note:** When requesting a refund from Consumers Energy, please send the request to [energyassistance@cmsenergy.com](mailto:energyassistance@cmsenergy.com).

## Refunds

No SER refunds are to be made directly to a client. Providers should be instructed to include the customer name, address and case number and return the overpayment/refund to:

Michigan Department of Health and Human Services  
Bureau of Finance-ASAP  
P.O. Box 30437  
Lansing, MI 48909

### ***Cap Adjustments for Refunds***

Enter electronic case comments whenever requesting a refund. Details should include the reason the refund is necessary, the service(s) involved, and other actions taken to resolve the issue. Once a refund is received and processed by central office, the cap will automatically be adjusted in Bridges. If payment needs to be reissued prior to the refund being processed, the SER application must be re-processed **using the original application date**. If the client is at cap due to the incorrect payment, an exception request must be submitted through Bridges as an override is necessary to approve the over cap amount. Be sure to include details in the override reason box and indicate when the incorrect provider was notified of the overissuance.

### ***Other Cap Adjustments***

The SER program office must make corrections to payment histories that have lifetime or fiscal year maximums. Requests for the correction of the cap must be in writing. When requesting a correction, include the case name and number, an explanation of the necessary changes, the amount to be adjusted and the service that was paid.

Email the request to [Policy-SER@michigan.gov](mailto:Policy-SER@michigan.gov).

## **LEGAL BASE**

MAC R400.7001 et seq.

**ATTACHMENT - SIGNATURES**

<b>REQUIRED SIGNATURES on DHS-849</b>		
<b>SERVICE</b>	<b>CLIENT SIGNATURE REQUIRED?</b>	<b>PROVIDER SIGNATURE REQUIRED?</b>
Natural Gas, Wood/Other, All-Electric and Non-Heat Electricity	No	No - see Note 1
Deliverable Fuel	No	No - see Note 1
Water and/or Cooking Gas	No	No - see Note 1
House Payments	No	No - see Note 1
Rent and/or Lot Rent	No	No - see Note 1
Burial	No	No - see Note 1
Migrant Hospitalization	No	No - see Note 1
Home Repairs	Yes	Yes - see Note 2

Note 1. A bill identifying the client by name and address which contains an itemized statement of services and charges must be attached to the DHS-849.

Note 2. The client's signature on the DHS-849 is not needed if the provider submits an itemized bill or statement of services which states the client's name and address, and which is signed by the client. This statement must be attached to the DHS-849. In burial cases, client's signature on the provider's bill or statement means the signature of the person who applied for burial.