



STATE OF MICHIGAN
DEPARTMENT OF COMMUNITY HEALTH
LANSING

JENNIFER M. GRANHOLM
GOVERNOR

JANET OLSZEWSKI
DIRECTOR

April 2010

Dear Provider:

On February 1, 2010, the Michigan Department of Community Health (MDCH) assumed responsibility for making payments for the Home Help program through the Adult Services Authorized Payments System (ASAP). Since that time, MDCH's Provider Inquiry Helpline has received an increase in the number of telephone calls regarding the Home Help program.

Many of the questions being received cannot be answered by the Provider Inquiry Helpline and callers are being referred to other contacts for answers. This can be frustrating and a time consuming process for everyone involved.

This letter is being sent to give you a resource to use in deciding where to best direct your questions concerning the Home Help Program.

Use the chart below as a guide before making a call. It will help you get to the best resource for help.

Contact	Phone Number	Address/Email	Questions Regarding
MDCH Provider Inquiry Helpline	800-292-2550 Option #6	MDCH/Provider Inquiry PO Box 30731 Lansing, MI 48909-8231 providersupport@michigan.gov	W-2 Forms FICA Rebates YTD Statements Earnings Statement
Department of Human Services (DHS) Adult Services Worker	DHS Local Office Telephone #	DHS Local Office Address	Lost or Stolen Checks Verification of Provider Authorization Payment Errors Address Changes General Home Help Program Questions
Michigan Quality Community Care Council (MQC3)	800-979-4662	Michigan Quality Community Care Council 3186 Pine Tree Road Lansing, MI 48911	Union Dues

NOTE: Callers who telephone the wrong contact will be referred to the appropriate area.

Also attached is a copy of the 2010 Home Help Payment Schedule. Providers must be aware that all dates posted on this schedule are tentative. From time to time, system processing concerns and postal service delivery can delay the delivery of checks. Please do not call to check on the status of checks until at least **7** business days after the tentative mailing date that is posted on the schedule.

Sincerely,

Stephen Fitton, Director
Medical Services Administration

attachment

Michigan Department of Community Health
Medical Services Administration

2010 Home Help Payment Schedule

All dates on this schedule are approximate and may be subject to change. Computer processing concerns and postal service delivery can affect delivery time. Providers should not call DCH or DHS for status checks until 7 business days after the tentative mailing date.

Month of Service	Payroll Processing Date	Tentative Mailing Date
January	01/29/2010	2/04/2010
February	02/26/2010	3/04/2010
March	04/02/2010	04/08/2010
April	4/30/2010	05/06/2010
May	06/04/2010	06/10/2010
June	07/02/2010	07/08/2010
July	7/30/2010	08/05/2010
August	09/03/2010	09/09/2010
September	10/01/2010	10/07/2010
October	10/29/2010	11/04/2010
November	12/03/2010	12/09/2010
December	12/31/2010	01/06/2011