



## Home Help Provider Questions Related to MI Health Link

### 1. I didn't receive my Home Help payment this month.

- a. Do you provide care to a person who was recently enrolled in a MI Health Link health plan?
  - i. If you do not know, ask your client if he/she received a new health insurance card or welcome letter from a MI Health Link health plan. If your client does not remember receiving a new health insurance card or welcome letter from a MI Health Link health plan, contact provider support to inquire if your client is enrolled in MI Health Link. The Provider Support staff can confirm if the client is enrolled in MI Health Link through CHAMPS and refer the provider to the appropriate health plan and share the health plan phone number.
  - ii. If no, ask MDCH Provider Support about your payment.
  - iii. If yes, follow steps in number 2 below.

### 2. My client enrolled in a MI Health Link health plan. What should I do?

- a. First, ask your client if he/she wants you to continue to provide his or her personal care services.
  - i. If yes, ask your client in which MI Health Link health plan he/she is enrolled and ask for the health plan's phone number. This can be found in the welcome letter, the member handbook or on the client's ID card.
  - ii. **You must call the MI Health Link health plan** to discuss enrollment as a network provider to receive payment for the personal care services you provide.
  - iii. The MI Health Link health plan will conduct a background check and will enter into an agreement with you to provide personal care services if you meet the plan's provider criteria.
  - iv. The MI Health Link plan will explain
    1. What information you must provide to receive payment for the services you delivered
    2. How often you need to submit the information
    3. How often you will be paid after submitting this information
  - v. **Do not stop providing services** while you enroll as a provider with the health plan as enrollee protections require the health plan to provide the same services by the same provider for 90 days after enrollment.
  - vi. **Do not call DHS or MDCH** as the MI Health Link health plan is responsible for paying you for personal care services for this client. You will receive your check from the health plan and not from the State.

**3. My payment was less than normal.**

- a. Do you provide services to more than one client?
  - i. If yes, did one of your clients enroll in a MI Health Link health plan?
  - ii. If yes, follow the steps in number 2 above.
  - iii. If no, contact MDCH Provider Support to ask about your payment.
  - iv. If you don't know, ask your client if he/she received a new health insurance card or welcome letter from a MI Health Link health plan. If your client does not remember receiving a new health insurance card or welcome letter from a MI Health Link health plan, contact MDCH Provider Support to inquire about your client's enrollment in MI Health Link. The Provider Support staff can confirm if the client is enrolled in MI Health Link through CHAMPS and refer the provider to the appropriate health plan and share the health plan phone number.

**4. Do I have to enroll with the state (in CHAMPS) to provide MI Health Link personal care services?**

- a. You do not need to be enrolled in CHAMPS to provide personal care services to someone enrolled in MI Health Link. The health plan will complete a background check to see you meet the plan's provider criteria. If so, you will enter into an agreement to provide personal care services. The MI Health Link plan will explain:
  - i. The health plan's criteria for enrolling as a provider including the background check process
  - ii. What information you must provide to receive payment for the services you deliver
  - iii. How often you need to submit the information
  - iv. When you will be paid after submitting this information

**5. What should I do if my client is no longer enrolled in a MI Health Link health plan and returns to the Home Help program?**

- a. If you are not already enrolled in CHAMPS as a personal care provider, you will need to enroll in CHAMPS to provide services through the Home Help program.
- b. If you enroll in CHAMPS, a new background check will be performed even if one was completed for MI Health Link.

**6. How do I contact MDCH Provider Support?**

You can reach the MDCH Provider Support line by calling 1-800-979-4662, Monday through Friday from 8AM to 4:45PM ET.