

**Bulletin Number:** HASA 22-05

**Distribution:** Home Help Individual Caregivers

**Issued:** March 1, 2022

**Subject:** Electronic Service Verification Changes Affecting Payment

**Effective:** April 1, 2022

**Programs Affected:** Medicaid, Healthy Michigan Plan

The purpose of this bulletin is to inform Home Help individual caregivers of a change in the Community Health Automated Medicaid Processing System (CHAMPS) Electronic Service Verification (ESV) that may affect their payments. Effective April 1, 2022, the ESV will be updated to include travel time for laundry and shopping; allow Home Help individual caregivers to correct and resubmit the ESV; and base Home Help payments on the tasks checked on the ESV.

Effective with Home Help services provided on and after April 1, 2022, Home Help individual caregivers will **ONLY** be paid for:

- The tasks they provide **and check on the ESV.**
- Travel time they spend on laundry and/or shopping **and check on the ESV.**

### **Correcting the ESV**

#### **Adding Provided Tasks to the ESV**

A Home Help individual caregiver who forgets to check a task(s) they provided or travel time they incurred before submitting the ESV may still be eligible for payment for these services. The Home Help individual caregiver must reopen the ESV, check the missed task(s) and/or travel time, then resubmit the ESV. MDHHS will issue a separate payment for the eligible tasks and/or travel time the Home Help individual caregiver added to the ESV.

To be eligible for payment, tasks must be added and the ESV resubmitted **within 365 days** of the last date of service on the ESV. **NOTE:** If a Home Help individual caregiver receives a retroactive authorization for services and needs additional time to resubmit the ESV, they must contact the client's adult services worker (ASW).

## Removing Tasks from the ESV That Were Checked but Not Provided

The ESV must include only the tasks the Home Help individual caregiver provided and can be corrected to remove tasks that were checked in error. The Home Help individual caregiver can only remove tasks from the ESV **during** the current month and **before** submitting the ESV. For previous months, the Home Help individual caregiver must provide the Home Help client's ASW with a list of tasks and/or travel time on the ESV that need to be removed. The ASW will use the information to recoup payment for services the Home Help individual caregiver did not provide.

**NOTE:** This policy change does not impact Home Help individual caregivers who qualify for the use of the Paper Service Verification (PSV).

## Manual Maintenance

Retain this bulletin until the information is incorporated into the MDHHS Medicaid Provider Manual.

## Questions

Any questions regarding this bulletin should be directed to Provider Inquiry, Department of Health and Human Services, P.O. Box 30731, Lansing, Michigan 48909-8231, or e-mailed to [ProviderSupport@michigan.gov](mailto:ProviderSupport@michigan.gov). When you submit an e-mail, be sure to include your name, affiliation, NPI number, and phone number so you may be contacted if necessary. Typical Providers may phone toll-free 1-800-292-2550. Atypical Providers may phone toll-free 1-800-979-4662.

An electronic copy of this document is available at [www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders) >> Policy, Letters & Forms.

## Approved



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