

# Individual Home Help Provider: Electronic Service Verification (ESV) Instructions



**“Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time.”**

**-Provider Relations**

# Checklist

For anyone completing an ESV:

- Access CHAMPS
- Record Daily Tasks
- What to do if the client is NOT in the home
- Log services for multiple clients

Call the Provider Support Helpline if you need help 1-800-979-4662

# MiLogin and CHAMPS

MiLogin is the State of Michigan Identity, Credential, and Access Management (MICAM) solution. All users needing access to CHAMPS's information must obtain a MiLogin User ID and Password.

CHAMPS (Community Health Automated Medicaid Processing System) is the MDHHS application where providers enroll, update provider enrollment information, and report services performed.

As of October 28, 2023, MiLogin Third Party has been rebranded to MiLogin for Business.

# MiLogin and CHAMPS

- Open your web browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox, etc.).
- Enter <https://milogintp.Michigan.gov> into the search bar.
- Enter the User ID and Password and click Login
  - If you don't remember your User ID or Password, you can select "Lookup your User ID" or "Forgot your password?"

The screenshot displays the MiLogin for Business website. On the left, a dark blue banner features the Michigan state logo and the text "MiLogin for Business". The main content area has a dark blue background with the heading "Michigan's one-stop login solution for business" and a teal arrow pointing right. Below this, a paragraph explains that MiLogin connects users to all State of Michigan business services through a single user ID. On the right, the login form is shown with a white background. It includes a "User ID" field with a red arrow pointing to it and a "Lookup your user ID" link below. A "Password" field also has a red arrow pointing to it and a "Forgot your password?" link below. A teal "Log In" button is highlighted with a red border, and a white "Create an Account" button is below it. The footer contains "Copyright 2023 State of Michigan" and "Policies".

# MiLogin and CHAMPS

- You will be directed to your MiLogin Welcome Page.
- Click the CHAMPS hyperlink.

The screenshot shows the 'MiLogin for Business' website. At the top left is the Michigan state logo. The header includes 'MiLogin for Business' and navigation links for 'Home', 'Discover Online Services', 'Help', and 'Contact Us'. The main content area features a dark blue header with the text 'Welcome [blurred name]' and the instruction 'Access your requested online services and search for more.' Below this, there are two white boxes. The left box contains the MDHHS logo and the text 'Michigan Department of Health & Human Services (MDHHS)' and 'CHAMPS'. A red rectangular box highlights a right-pointing chevron icon next to the 'CHAMPS' text. The right box is titled 'Discover Online Services' and contains text about MiLogin security and a 'Find Services >' link. The footer includes 'Copyright 2023 State of Michigan' and a 'Policies' link.



# MiLogin and CHAMPS

- Review the terms and conditions and check the 'I agree to the Terms & Conditions'.
- Click Launch service.

**MiLogin for Business** Home Discover Online Services Help Contact Us

[Back to Home](#)

**MDHHS**

## CHAMPS

(Community Health Automated Medicaid Processing System) is the Michigan Medicaid Management Information System (MMIS). It supports Medicaid provider enrollment and maintenance, beneficiary healthcare eligibility and enrollment, prior authorization, Home Help Electronic Service Verification (ESV), fee-for-service payments and managed care enrollments, payments, and encounters.

**Please accept the Terms and Conditions to continue:**

**Terms & Conditions**

The Michigan Department of Health & Human Services (MDHHS) computer information system (systems) are the property of the State Of Michigan and subject to state and federal laws, rules and regulations. The systems are intended for use only by authorized persons and only for official state business. Systems users are prohibited from using any assigned or entrusted access control mechanisms for any purposes other than those required to perform authorized data exchange with MDHHS. Logon IDs and passwords are never to be shared. Systems users must not disclose any confidential, restricted or sensitive data to unauthorized persons. Systems users will only access information on the systems for which they have authorization. Systems users will not use MDHHS systems for commercial or partisan political purposes. Following industry standards, systems users must securely maintain any

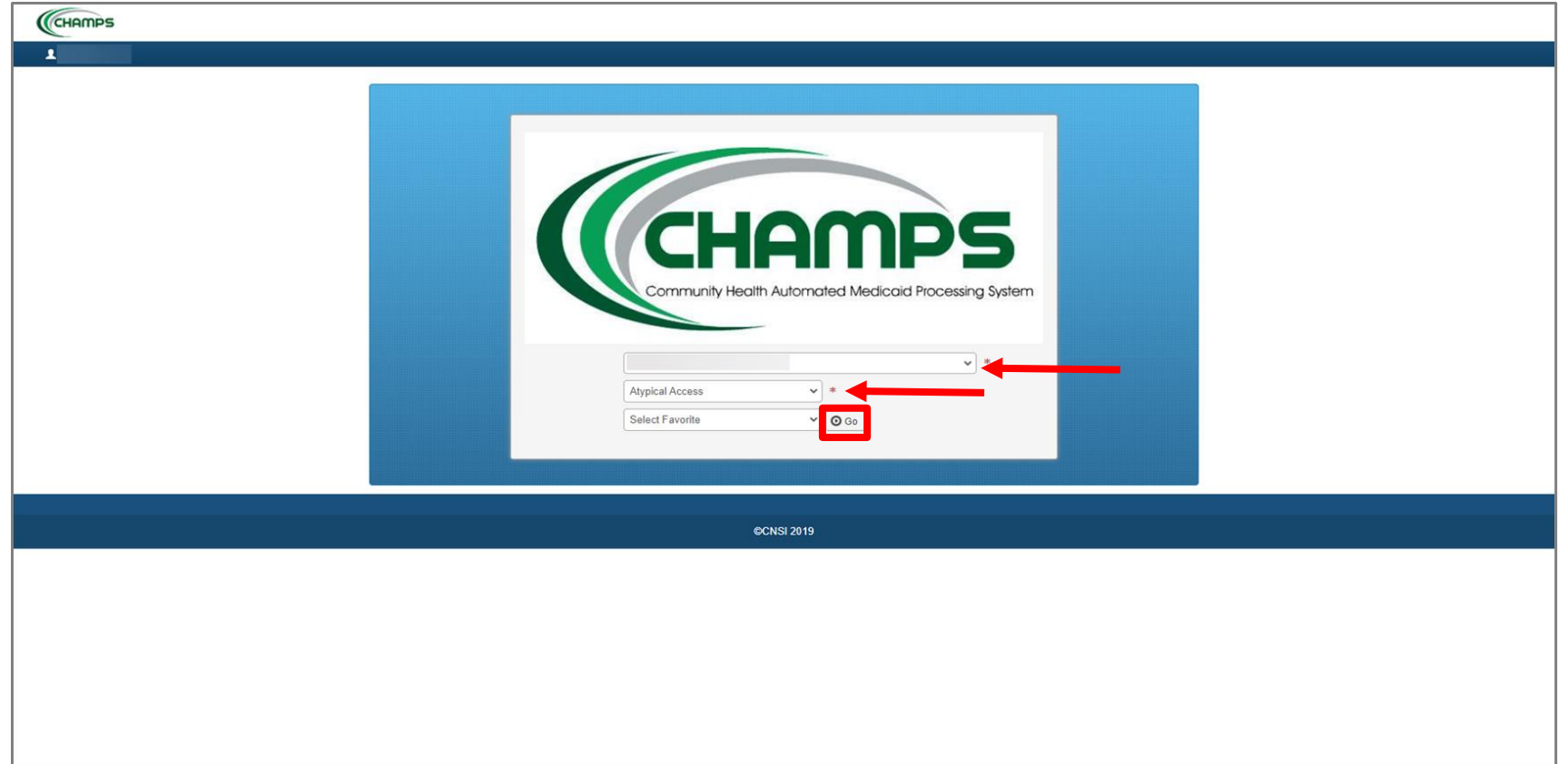
I agree to the Terms & Conditions

**Launch service**

Copyright 2023 State of Michigan Policies

## MiLogin and CHAMPS

- The Provider ID and Name will show in the top drop-down menu
- In the Select Profile drop-down menu, select Atypical Access
- Click Go



The screenshot shows the CHAMPS login interface. At the top left, there is a CHAMPS logo and a user profile icon. The main content area features a large CHAMPS logo with the text "Community Health Automated Medicaid Processing System" below it. Below the logo is a login form with three dropdown menus: a top dropdown for user selection, "Atypical Access" with an asterisk, and "Select Favorite". A red box highlights the "Go" button, and red arrows point to the top dropdown and the "Atypical Access" dropdown. The footer contains the text "©CNSI 2019".

# Electronic Service Verification

- In the Provider drop-down menu, click ESV Member List.

The screenshot shows the CHAMPS Provider Portal interface. At the top, the 'Provider' dropdown menu is open, with a red box highlighting it. The menu items are:

- PROVIDER ENROLLMENT
  - New Enrollment
  - Track Application
- MANAGE PROVIDER
  - Manage Provider Information
- ELECTRONIC SERVICE VERIFICATION (ESV)
  - ESV Member List

A red arrow points to the 'ESV Member List' option. Below the menu, a system notification banner is displayed with the text: "Due to R10c-1.1 release, the system will be down between 7:00 PM EST Friday, March 23rd, to 2:00 AM Saturday, March 24th, 2018. This outage will affect the CHAMPS system access for all functionality." Below the notification is a 'My Reminders' section with a filter dropdown and a table. The table has columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. The table is currently empty, with the text "No Records Found!" displayed below it. On the right side of the interface, there is a calendar widget showing the date 13 June 2018 (Wednesday) and a calendar grid for June 2018.



# Electronic Service Verification

- Click on the Member Name you provided services for.
  - Note: Only the member names with authorization dates are listed.
- Click Next if there are additional pages listed.

The screenshot shows the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo, a user profile icon, and the text "My Inbox" and "Provider". Below this is a dark blue header with "Last Login: 30 JUL, 2018 11:43 AM" and utility icons for "Note Pad", "External Links", "My Favorites", "Print", and "Help". The main content area is titled "ESV Member List" and includes a "Close" button. Below the title is a filter section with "Filter By" dropdowns, "And" operators, and an "Operational Status" dropdown set to "Active". There are also "Save Filters" and "My Filters" buttons. The main table has columns for "Member ID", "Member Name", "Start Date", "End Date", "Operational Status", and "Case Worker Name". The "Member Name" column is highlighted with a red box. At the bottom of the table, there are "View Page: 1", "Go", "Page Count", and "SaveToXLS" buttons. The pagination controls at the bottom right show "Viewing Page: 1" and buttons for "First", "Prev", "Next", and "Last", with the "Next" button highlighted in red.

Member ID	Member Name	Start Date	End Date	Operational Status	Case Worker Name
		06/01/2017	11/30/2017	ACTIVE	
		12/17/2016	12/31/2016	ACTIVE	
		12/01/2016	12/16/2016	ACTIVE	
		06/01/2018	11/30/2018	ACTIVE	
		01/01/2017	05/31/2017	ACTIVE	
		12/01/2017	12/31/2017	ACTIVE	
		01/01/2018	05/31/2018	ACTIVE	
		06/01/2016	11/30/2016	ACTIVE	

# Electronic Service Verification

- Click the date on the calendar you provided services.
- Note: The log will always be on the current date when you first log on. To go back to the previous months, click on the < icon located by the Month.

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo and user information. Below this, a breadcrumb trail shows the path: Provider Portal > ESV Member List > ESV Event Detail. The main content area is divided into two tabs: 'ESV INFORMATION' and 'CALENDAR'. The 'ESV INFORMATION' tab is active, showing a form with fields for Provider ID, Case Worker ID, Case Worker NAME, Member ID, and Member Name. Below these fields is a table of tasks for July 30, 2018. The table has columns for Task Name, Task Description, Mark Complete, and Task Comments. The tasks listed are Shopping for Food/Meds, Bathing, Grooming, Meal Preparation, Housework, Laundry, and Dressing. The 'CALENDAR' tab is also visible, showing a calendar for July 2018. The 16th of July is highlighted with a red box. A red box also highlights the left arrow icon in the calendar header, which is used to navigate to the previous month.

Task Name	Task Description	Mark Complete	Task Comments
Shopping for Food/Meds	Shopping for Food/Meds 2 days per week	<input type="checkbox"/>	
Bathing	Bathing 7 days per week	<input type="checkbox"/>	
Grooming	Grooming 2 days per week	<input type="checkbox"/>	
Meal Preparation	Meal Preparation 7 days per week	<input type="checkbox"/>	
Housework	Housework 2 days per week	<input type="checkbox"/>	
Laundry	Laundry 2 days per week	<input type="checkbox"/>	
Dressing	Dressing 7 days per week	<input type="checkbox"/>	

# Electronic Service Verification

- Click the individual boxes for the individual services you provided or click on the **Mark Complete** box if you provided all services on that day.
- Click **Save**.
- Note: The date selected on the calendar will turn blue to indicate that the ESV information has been saved.

The screenshot displays the CHAMPS Provider Portal interface for Electronic Service Verification. At the top, there are navigation tabs for 'My Inbox' and 'Provider'. The main content area is titled 'ESV INFORMATION' and includes fields for 'Provider ID', 'Case Worker ID', 'Member ID', and 'Member Name'. Below these fields, a date selector is set to 'Jul 16, 2018'. A table lists various tasks with their descriptions and a 'Mark Complete' checkbox for each. The 'Save' button is highlighted in red. To the right, a calendar for July 2018 shows the 16th as the selected date. At the bottom right, there is a 'Submit' button and a message: 'Click "Submit" to submit events for the current pay cycle'.

Task Name	Task Description	Mark Complete	Task Comments
Shopping for Food/Meds	Shopping for Food/Meds 2 days per week	<input type="checkbox"/>	<input type="text"/>
Bathing	Bathing 7 days per week	<input type="checkbox"/>	<input type="text"/>
Grooming	Grooming 2 days per week	<input type="checkbox"/>	<input type="text"/>
Meal Preparation	Meal Preparation 7 days per week	<input type="checkbox"/>	<input type="text"/>
Housework	Housework 2 days per week	<input type="checkbox"/>	<input type="text"/>
Laundry	Laundry 2 days per week	<input type="checkbox"/>	<input type="text"/>
Dressing	Dressing 7 days per week	<input type="checkbox"/>	<input type="text"/>

# Electronic Service Verification

- Note: DO NOT submit the ESV until you have completed all services required for the entire month.
  - If a correction needs to be made, you can click Edit and Save before submitting.
  - If you have not provided services on a day that has been authorized, please contact your Adult Service Worker to adjust the authorization.
  - Once submitted you will no longer be able to make changes.
- Click Submit.

CHAMPS

My Inbox Provider

Last Login: 30 JUL, 2018 11:43 AM

Note Pad External Links My Favorites Print Help

Provider Portal ESV Member List ESV Event Detail

Close Successfully Completed Show

ESV INFORMATION

Provider ID: Case Worker ID: Case Worker NAME

Member ID: Member Name:

Jul 16, 2018

Save Edit Comments Member Unavailable

Task Name	Task Description	Mark Complete	Task Comments
Shopping for Food/Meds	Shopping for Food/Meds 2 days per week	<input checked="" type="checkbox"/>	
Bathing	Bathing 7 days per week	<input checked="" type="checkbox"/>	
Grooming	Grooming 2 days per week	<input checked="" type="checkbox"/>	
Meal Preparation	Meal Preparation 7 days per week	<input checked="" type="checkbox"/>	
Housework	Housework 2 days per week	<input checked="" type="checkbox"/>	
Laundry	Laundry 2 days per week	<input checked="" type="checkbox"/>	
Dressing	Dressing 7 days per week	<input checked="" type="checkbox"/>	

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

CALENDAR

July 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

ESV Information Saved ESV Information Submitted

Click "Submit" to submit events for the current pay cycle

Submit

# Electronic Service Verification

- A confirmation pop-up will appear, click OK to confirm submission.

The screenshot displays the CHAMPS Provider Portal interface. At the top, the navigation bar includes 'My Inbox' and 'Provider'. The main content area shows a 'Successfully Completed' message. Below this, there are fields for 'Provider ID', 'Case Worker ID', 'Case Worker NAME', 'Member ID', and 'Member Name'. A table lists tasks for 'Jul 16, 2018' with columns for 'Task Name', 'Task Description', and 'Task Comments'. A confirmation pop-up is overlaid on the table, with the 'OK' button highlighted in red. The pop-up text reads: 'By clicking submit: -> Unsaved information will be lost. -> Saved information cannot be modified.' To the right, a calendar for July 2018 is visible, with the 16th highlighted. At the bottom, there are status indicators for 'ESV Information Saved' and 'ESV Information Submitted', and a 'Submit' button.

Task Name	Task Description	Task Comments
Shopping for Food/Meds	Shopping for Food/Meds 2 days per week	
Bathing	Bathing 7 days per week	
Grooming	Grooming 2 days per week	
Meal Preparation	Meal Preparation 7 days per week	
Housework	Housework 2 days per week	
Laundry	Laundry 2 days per week	
Dressing	Dressing 7 days per week	

# Electronic Service Verification

- Read the Terms and Conditions.
- Click Agree if you acknowledge and agree.

The screenshot displays the CHAMPS Provider Portal interface. At the top, the CHAMPS logo is visible on the left, and navigation tabs for 'My Inbox' and 'Provider' are in the center. A dark blue header bar contains the user's name, 'Last Login: 30 JUL, 2018 11:43 AM', and utility icons for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. Below the header, a breadcrumb trail reads 'Provider Portal > ESV Member List > ESV Event Detail > ESV Terms and Conditions'. The main content area is divided into two sections. The first section, titled 'Terms and Conditions', contains a scrollable list of four numbered items: 1. I understand I am an employee of the client and not the Department of Human Services or the Michigan Department Of Health and Human Services. 2. I agree to report any changes in services to the DHS Adult Services Worker within 10 business days. 3. I agree that I cannot be paid if the client is unavailable; including but not limited to hospitalizations, nursing home or adult foster care stays. 4. I agree to repay the state of Michigan for any payment I receive in error or for services I did not provide. Below the list is a statement: 'By clicking on 'Agree', I certify that I have read and that I agree and accept the above terms and conditions.' At the bottom right of this section are 'Close' and 'Agree' buttons, with the 'Agree' button highlighted by a red box. The second section, titled 'ESV Submission List', features a table with the heading 'Tasks selected for submission'. The table has four columns: 'Member ID', 'Member Name', 'Service DATE', and 'Service Status'. A single row is visible with a blurred Member ID and Name, a Service DATE of '07/16/2018', and a Service Status of 'Saved'. Below the table are controls for 'View Page: 1', 'Go', 'Page Count', 'SaveToXLS', and 'Viewing Page: 1'. Navigation buttons for 'First', 'Prev', 'Next', and 'Last' are also present.

# Electronic Service Verification

- The ESV has been successfully completed.
  - Note: If you have another client, click ESV Member List. Click [here](#) for detailed information on submitting another client.
- Once you are finished completing tasks performed, log out.

The screenshot shows the CHAMPS Provider Portal interface. At the top, there is a navigation bar with 'My Inbox' and 'Provider' tabs. Below this, a dark blue header contains 'Last Login: 30 JUL, 2018 11:43 AM' and utility icons for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. The breadcrumb trail reads: 'Provider Portal > **ESV Member List** > ESV Member List > ESV Event Detail > ESV Terms and Conditions'. A red box highlights the 'ESV Member List' link in the breadcrumb. Below the breadcrumb, a 'Close' button is on the left, and a red 'Successfully Completed' message is on the right. The main content area is titled 'ESV Submitted List' and displays the message 'ESV information successfully submitted'. Below this is a table with the following structure:

Member ID	Member Name	Service Date	Service Status
▲▼	▲▼	▲▼	▲▼
		07/16/2018	Submitted

At the bottom of the table, there are controls for 'View Page: 1', 'Go', 'Page Count', 'SaveToXLS', 'Viewing Page: 1', and navigation buttons for 'First', 'Prev', 'Next', and 'Last'.

# Provider Resources



Home Help website: [www.Michigan.gov/HomeHelp](http://www.Michigan.gov/HomeHelp)



We continue to update our  
Provider Resources:

[CHAMPS Resources](#)

[Listserv Instructions](#)

[Agency Providers](#)

[Individual Providers](#)



Home Help Provider  
Support Hotline:

[ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov)

1-800-979-4662



Thank you for participating in the Michigan Medicaid Program