Michigan Department of Community Health
Program Policy
PO Box 30479
Lansing   MI   48909

November 23, 2009

<PROVIDER NAME>
<ADDRESS1>
<ADDRESS2>
<CITY> <STATE>   <ZIP>

Dear Adult Foster Care and Homes for the Aged providers:

This letter is being sent to inform you of changes in processing your claims with Michigan Medicaid. MI Authenticare, the paperless claims processing system currently used, will be discontinued on December 31, 2009. The last day to submit claims through MI Authenticare will be December 17, 2009.

Beginning January 1, 2010, the Department of Community Health (DCH) will implement the Adult Services Authorized Payments (ASAP) system as the claims entry system to replace MI Authenticare.

ASAP is similar to MI Authenticare in that it will provide automated electronic billing for personal care services provided through the Department of Human Services (DHS) or Community Mental Health (CMH). Invoices will be electronically generated by phone calls to a **NEW** toll-free number or through a new website as noted below. Providers will continue to verify, by phone or on the web, services provided during the month. ASAP will compare the services provided with the services authorized and an invoice will be submitted to DCH. ASAP will continue to generate standard reports; however, these reports will only be available via the web. As with MI Authenticare, there is no charge for the use of ASAP. Service will be available 24 hours per day, 7 days a week.

DCH has attempted to minimize the impact of this change on providers. However, with the new system, there are changes that all providers must note:

- A new toll-free phone number: 1-800-798-1409
- A new website: https://sso.state.mi.us, the State of Michigan's Single Sign On (SSO) site
- A new login process and User ID through the SSO (Instructions are attached)
- A new PIN number
  - PIN numbers will be issued and mailed approximately 2 weeks prior to January 1, 2010.
  - Providers that will access ASAP using the toll-free number will need to keep the new PIN number in a safe place. It will be needed in order to access ASAP each time a call is made.
  - Providers that will access ASAP using the SSO will use the new PIN number during the registration process. Once the registration process has been completed, the SSO User ID will be needed to access ASAP.
- Beginning in calendar year 2010, issuance of IRS required 1099s to all providers

DCH will post updates and training materials pertinent to ASAP on the DCH website. This information can be found at www.michigan.gov/mdch. Click on Providers > Providers > Other Health Care Programs > Adult Foster Care.

Sincerely,

Stephen Fitton, Acting Director
Medical Services Administration

attachment

Single Sign-On Instructions (SSO)
Registration for the SSO

Step 1: Registration to Single Sign-On (SSO)

Skip this step if you've already registered for a SSO account.

Open your web browser (Internet Explorer) and copy this url https://sso.state.mi.us/   in the address.

Select the Register button from the State of Michigan Portal Page. Users must register for a SSO user ID before they can subscribe to applications.

Complete the requested information (some items are required *) and click on the Continue button. The Single Sign-On (SSO) system determines if the user is a State of Michigan (SOM) employee or an external (Internet) user by the email address used for registration. SOM employees <u>must</u> use their @michigan.gov email address.

Non State of Michigan employees must create a unique user ID.

Once the required fields are completed, please click on the Continue Button.

Note: State of Michigan employees will not see this screen.

Users can add a four-digit number to their user ID or the system can create one. The number presented in the blue outlined box on the bottom of the form is to protect our system from being flooded with user ID requests.

Users must type this number in the white box directly above. Users can click on the Continue button. The user is then presented with a confirmation page. The data entered by the new user is displayed for review before the data is submitted to the SSO system. If corrections are needed the user can select the Back button. If the information is correct, the user selects the Submit Button.
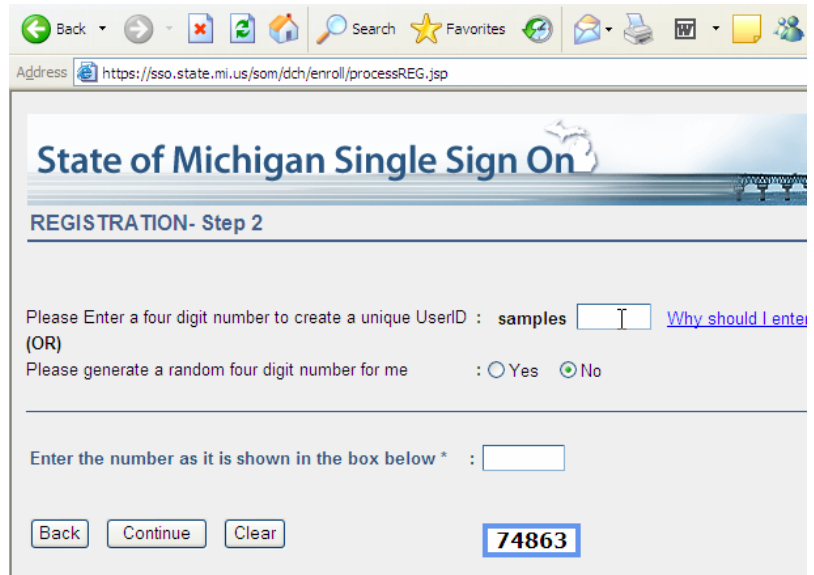
Confirm the information entered is correct and click Submit.

This completes the registration. The user will receive an Email with the user ID and a temporary password. Click the Close button and the registration is completed.

A dialog box will ask if they wish to close this window?

Users can click on yes and the web browser will close. We require that users close their internet explorer for security reasons.
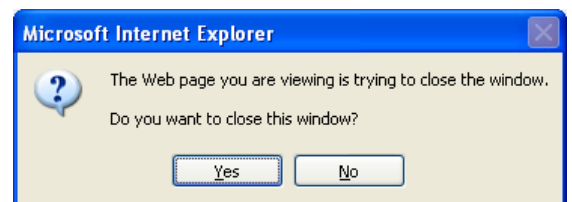
The new user will receive an email with a link they can use to configure their new account. This email is sent to the email address the user listed when they registered.

Note: You may need to check the filter on your email as sometimes this email will be sent to your Junk Mail. Please make sure that your email will allow you to receive emails from SSO_Administrator@michigan.gov.

The e-mail will include a link that users can click on and it will automatically bring them to the password change page. All user accounts are created with a temporary password that can only be used once. Users should highlight their password, right click on the highlighted password, and select copy from the menu. Users can then click on the Click here to go to SSO Login Page link. From this page, users can then change their password and configure their challenge/response.
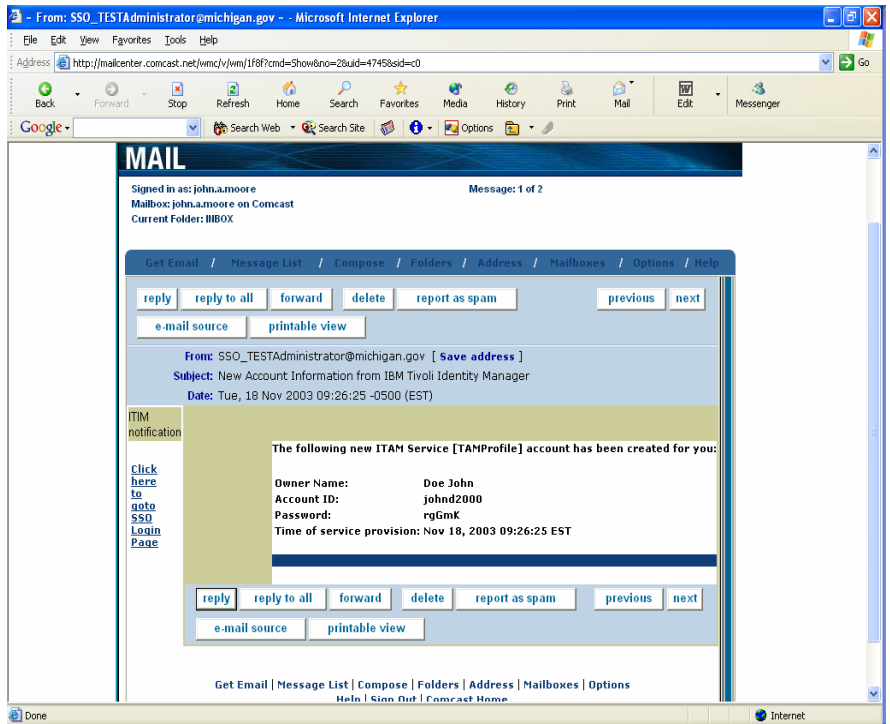
Once a user has "clicked" on the link in their email, they will be taken to the Login page. Users can enter their user ID and "paste" their password. Once users click on the Login button they will be informed that their password has expired.

Enter new User ID and temporary password and then click Login.
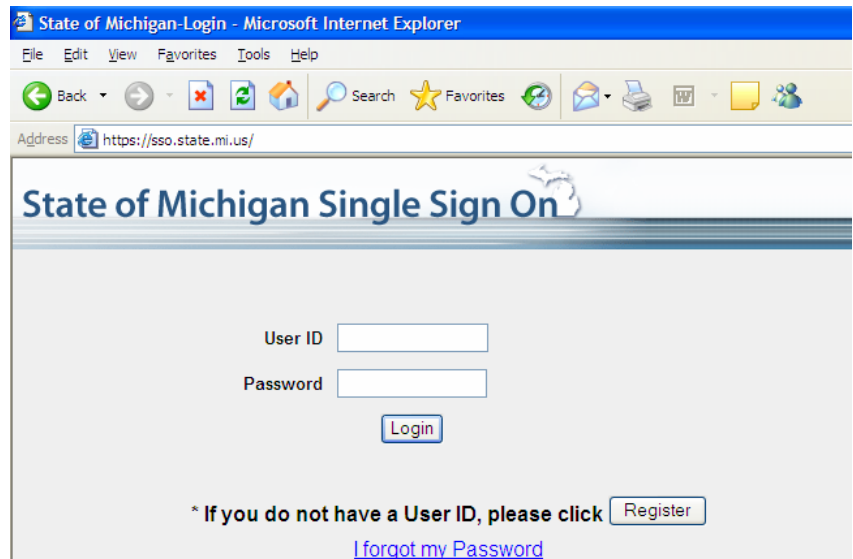
Once the fields have been completed, Click on Change Password.

Users will be presented with the Challenge/Response Answers screen. Please answer the four questions (and confirm these answers). This will allow users to reset their passwords (if you forget) in the future by answering these questions.

Change Challenge/Response Answers

Change your answers and click OK. You must provide an answer to each challenge.

What is your mothers maiden name?

Answer: [********]   Confirm Answer: [********]

What are the last four (4) digits of your social security number?

Answer: [********]   Confirm Answer: [********]

What is the name of the city in which you were born?

Answer: [********]   Confirm Answer: [********]

What is your fathers middle name?

Answer: [********]   Confirm Answer: [********]

[OK] [Cancel]

Once the fields have been completed, click Ok

Click OK

User ID: doej1971   Sign Off

Change Challenge/Response Answers

Your challenge/response answers have been updated.

[OK]

Click Done

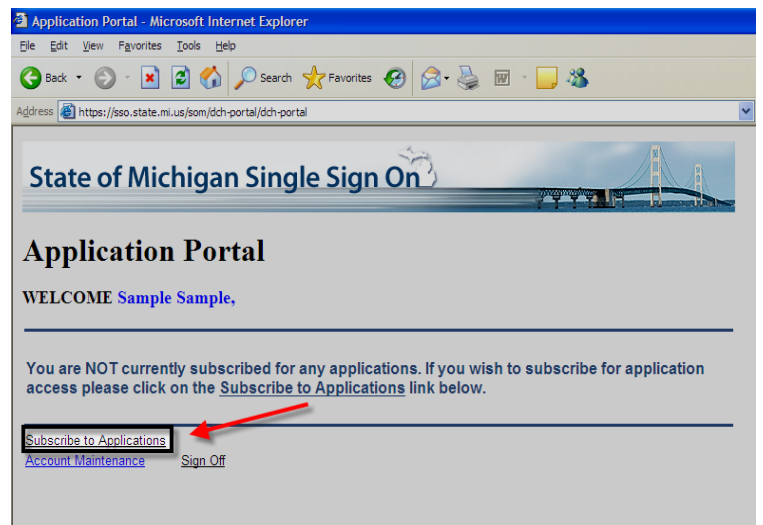User ID: doej1971   Sign Off

Account Maintenance

- Change My Personal Information
- Change My Password
- Change My Challenge/Response Answers

[Done]

You will be returned to the SOM-DCH Application Portal Page

<u>Step 2: How to subscribe to Adult Services Authorized Payments (ASAP)</u>

Click the Subscribe to Applications hyperlink.

Application Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back | Search Favorites

Address https://sso.state.mi.us/som/dch-portal/dch-portal

State of Michigan Single Sign On

Application Portal

WELCOME Sample Sample,

You are NOT currently subscribed for any applications. If you wish to subscribe for application access please click on the **Subscribe to Applications** link below.

Subscribe to Applications
Account Maintenance   Sign Off

You will see a Subscription page. From the drop-down menus, select Department of Community Health from the first drop-down menu and DCH Adult Services Authorized Payments (ASAP) from the second drop-down menu. Click the Next button.
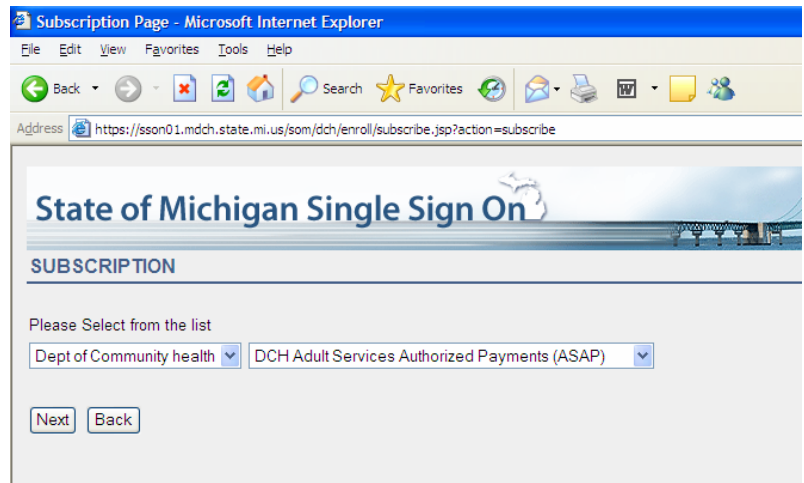
Enter your Work Phone and Email Address and click Continue.

Users will now have a blue hyperlink on their application portal for DCH Adult Services Authorized Payments (ASAP).
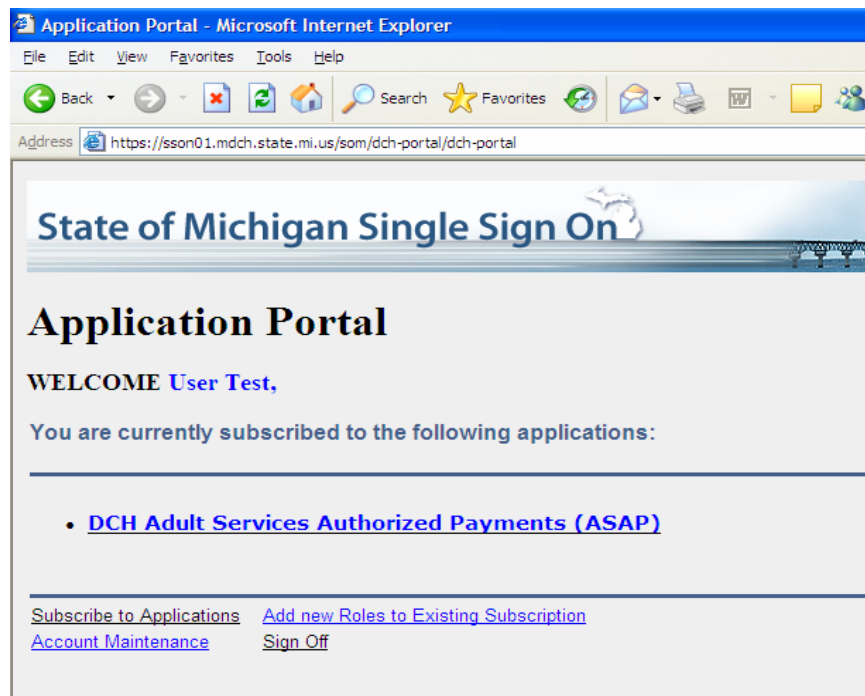
To Access ASAP, click on the blue hyperlink.