

Adult Foster Care/Homes for the Aged Frequently Asked Questions (FAQ)

General Questions:

1. **I need to renew my license. Who do I contact?** *Contact Michigan Department of Licensing and Regulatory Affairs (LARA) at 1-866-685-0006, choose option 1.*
2. **Who should I contact if the Adult Services Worker (ASW) is not returning my calls?** *If the Adult Services Worker is not returning your calls, ask to speak with their supervisor.*
3. **Do I need to register my Adult Foster Care Home in CHAMPS?** *No, you do not need to register in CHAMPS to receive the personal care supplement payment.*
4. **Are model payments, Title XIX and the personal care supplement the same thing?** *Yes, the personal care supplement is paid out of Title XIX funds and was previously referred to as model payments.*
5. **How do I know if I am eligible to receive the personal care supplement payment for a beneficiary in my AFC or HFA?** *Contact the Adult Services Worker at the county MDHHS office or the Community Mental Health case manager assigned to the beneficiary's case to determine if you are eligible to receive personal care supplement payment for them. The beneficiary must have Medicaid.*

Payment Questions:

1. **What is the status of my check?** *Please allow 7-10 business days before calling on a paper check you have not received. You can ask about the status of your check by calling 1-800-979-4662.*
2. **Who do I contact if I do not receive my check?** *Contact Provider Support at 1-800-979-4662.*
3. **My check was returned and needs to be reissued, what do I need to do?** *When a check is cancelled, there is a rewrite process that is initiated by the Adult Services Worker or Community Mental Health case manager. This process can take up to 6 weeks. If after 6 weeks you have not received your replacement check, please call Provider Support at 1-800-979-4662.*

4. **How do I update my pay to address?** *To update your 'pay to' address click [here](#). Your pay to address is the address on file with SIGMA that warrants will be issued to.*
5. **Can my payments be issued via direct deposit?** *Yes, contact the SIGMA Vendor Customer Support Center at 1-866-734-9749 to request your payments via Electronic Funds Transfer (EFT).*
6. **How do I have my payments changed from direct deposit to paper checks?** *Contact the SIGMA Vendor Customer Support Center at 1-866-734-9749 to request paper warrants instead of direct deposit (EFT).*

Authorization Questions:

1. **Who do I contact to have an authorization added to receive the personal care supplement?** *Authorizations can only be added by the Adult Services Worker or Community Mental Health case manager.*
2. **How do I know the authorization dates for my beneficiary?** *Login to ASAP and click on the authorizations tab. You can also click [here](#) for instructions.*

Claim Questions:

1. **What are my options if I do not have access to a computer or the internet?** *You may submit claims through our Interactive Voice Response (IVR) phone system by calling 1-800-798-1409.*
2. **What do I do if a claim is pending with an error?** *Identify the error from the list below:*
 - NO MA ELIGIBILITY-the Medicaid file is preventing payment.
 - The beneficiary will need to contact the Eligibility Specialist.
 - BENEFICIARY HAS MULTIPLE BENEFIT PLANS FOR DOS- the Medicaid file is preventing payment.
 - The beneficiary will need to contact the Eligibility Specialist.
 - PARTIAL AUTHORIZATION FOUND. NO AUTH FOR ENTIRE BILLING PERIOD-the authorization is not consistent with the claim submitted.
 - If the claim is pending, contact Provider Support at 1-800-979-4662. If the claim is denied, you can re-submit with the proper dates.

- PROVIDER NUMBER NOT ELIGIBLE-the Bridges Provider ID number is not active.
 - Contact Provider Support at 1-800-979-4662.
- OVERLAPPING CLAIM-the claim was submitted twice with the same information.
 - Contact Provider Support at 1-800-979-4662.
- DUPLICATE BILLING-the claim has been paid for already. A recoupment will need to be done for payment to release.
 - Contact the Adult Services Worker or Community Mental Health case manager.
- BENEFICIARY IS DECEASED-the end date of the claim does not match the date of death on file.
 - Contact Provider Support at 1-800-979-4662 for assistance.