

September 15, 2016

<Provider Name>
<Provider Address 1>
<Provider Address 2>
<Provider City> <State> <zipcode5-zipcode4>

Dear Home Help Provider:

This letter explains important changes to when you will be paid for the Home Help services you provide to a Medicaid beneficiary. If you are employed by a Home Help agency, this information does not apply to that work. This information applies if you were hired directly by an individual Home Help client.

In 2014, the Michigan Department of Health and Human Services (MDHHS) issued bulletin MSA 14-58, which changed its Home Help payment policies. MDHHS replaced the DHS-721 written provider log with the Electronic Service Verification (ESV) or a Paper Service Verification (PSV) for reporting the services you provided.

The new policy also requires that an ESV or PSV be received by MDHHS **before** a payment will be issued. However, in January 2015, MDHHS delayed the start of this new payment requirement. This letter is to inform individual Home Help providers of the end of that delay.

Starting with services you provide in October 2016, providers must submit either an ESV or PSV in order to receive payment.

Since your payment date will depend on when an ESV or PSV is submitted, the day you receive your check could change. To see when to expect your Home Help check, please refer to the attached payment schedule. A 12-month schedule for 2017 will be sent with your W-2 in January and posted on the Home Help website at www.michigan.gov/homehelp.

The ESV or PSV should be submitted to MDHHS starting on the first day of the following month. For example, if you provide services in October, you may submit the ESV or PSV starting November 1. **Do not submit an ESV or PSV before the service month has ended. Do not submit PSVs for future months.**

MDHHS receives an **ESV** as soon as it is submitted into CHAMPS. Submitting a **PSV** takes longer because of mail delivery and additional handling once it is received. Faxing the PSV form can reduce that additional time. Using the PSV can mean that payment takes longer than when the ESV is used. You will not get your payment until an ESV or PSV is received.

Providers currently using ESV: Continue to submit a completed ESV.

Providers currently using PSV: If possible, begin submitting ESVs as this is the fastest method to receive payment. If it is not possible for you to use ESV, you may continue to submit PSV.

Providers NOT currently using ESV or PSV: You **must** begin using ESV or the PSV as soon as possible. Do not wait until October to learn how to use one of these reporting forms. ESVs can be submitted through the internet or by using an application for smart phones. If the ESV process will not work for you, contact your local MDHHS office Adult Services specialist or the Support Line for help is using the PSV.

Information on ESV and the PSV is available at the Home Help web page:
www.michigan.gov/homehelp.

You can also contact the Support Line by phone: 1-800-979-4662 or by email:
ProviderSupport@Michigan.gov. The Support Line is open from 8 a.m. until 7 p.m. Eastern Time, Monday through Friday.

HOME HELP PAYMENT SCHEDULE

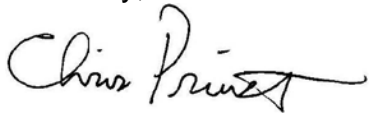
ESV/PSVs can be submitted starting the first day of the month after services have been provided. For example, if services were provided during the month of October, the ESV/PSV cannot be submitted until November 1 or later.

Service Verification Submitted *	Estimated Check Delivery Date
November 1 – 4	11/12/2016
November 5 – 11	11/18/2016
November 12 – 18	11/25/2016
November 19 – 25	12/02/2016
November 26 – December 2	12/09/2016
December 3 – 9	12/16/2016
December 10 – 16	12/23/2016
December 17 – 23	12/30/2016
December 24 – 30	01/06/2017
December 31 – January 6	01/13/2017
January 7 – 13	01/20/2017
January 14 – 20	01/27/2017
January 21 – 27	02/03/2017
January 28 – February 3	02/10/2017

Service Verification Submitted *	Estimated Check Delivery Date
February 4 – 10	02/17/2017
February 11 – 17	02/24/2017
February 18 – 24	03/03/2017
February 25 – March 3	03/10/2017

***ESV/PSVs not submitted by Friday at 5 p.m. Eastern Time will not be paid until the next check delivery date listed above. For example, checks for ESV/PSV received after 5 p.m. on November 4 will not be delivered until November 18.**

Sincerely,



Chris Priest, Director
Medical Services Administration