

February 5, 2019

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

Dear Home Help Agency Provider:

RE: Verification of Agency Personnel Enrollment in CHAMPS

The Michigan Department of Health and Human Services (MDHHS) has received many questions about the enrollment requirements for Home Help agency caregivers and employees. The purpose of this letter is to provide the information your agency needs to understand these requirements and adhere to Home Help policy.

The following agency personnel must be enrolled in the Community Health Automated Medicaid Processing System (CHAMPS):

- **Agency Owners:** Any individuals who possess 5% or greater direct or indirect ownership interest of the agency and/or person with control interest.
- **Agency Caregivers:** The direct care worker. This caregiver provides personal care services to an MDHHS Home Help client.
- **Agency Employees:** An employee of a Home Help agency who has access to information regarding a Home Help client for the purposes of billing, answering phone calls or assisting with setting up services for a MDHHS Home Help client.

All personnel who serve as agency caregivers must create an individual CHAMPS enrollment and associate to the Home Help agency in CHAMPS. This requirement applies to agency owners and agency employees who serve as agency caregivers. Additionally, in Step 9 of the Home Help agency's CHAMPS enrollment, each agency owner must be listed as an "Agent" and each agency employee must be listed as a "Managing Employee."

All agency personnel who will work with Home Help clients must be enrolled in and, if a caregiver, associated to the agency in CHAMPS prior to providing services. These requirements are outlined in the following policies:

- Bulletins MSA 14-31 and MSA 14-40 mandate criminal history checks for agency owner(s) and all agency personnel who have direct access to a Home Help client and/or the client's identifying information. MSA 14-31 establishes the agency's responsibility to ensure these criminal history screenings have occurred.
- Bulletin MSA 15-13 states that agency owners, caregivers and employees must register in CHAMPS for MDHHS to conduct the criminal history screenings.

- Bulletin MSA 18-09 requires all agency caregivers to associate in CHAMPS to the agency(ies) where they are employed. The date of this association should not be earlier than the date the criminal history check was completed.

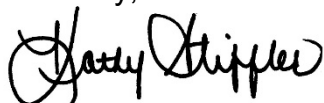
If your agency has not achieved full compliance with these policies, MDHHS provides the following resources to help you achieve this goal:

- **Resources for Agency Caregivers**
 - **For new caregivers, a step-by-step guide to enrolling in CHAMPS and associating to an agency:** To access this job aid, go to www.michigan.gov/HomeHelp >> Agency Information >> Registration >> Step 1: Register for CHAMPS and Complete Provider Enrollment Application >> Agency Employee Enrollment Instructions.
 - **For caregivers already enrolled in CHAMPS, a step-by-step guide to associating to an agency:** To access this guide, go to www.michigan.gov/HomeHelp >> Individual Providers >> Additional Individual Provider Resources >> Associating to an Agency.
- **Resources for Agency Owners**
 - **A list of agency employees enrolled in CHAMPS:** Log in to the agency's CHAMPS enrollment and go to *Step 9: Provider Controlling Interest/Ownership Details*. Only those employees whose names are listed in this section are enrolled in CHAMPS. They should be listed as Managing Employees.
 - **A list of agency caregivers enrolled in CHAMPS and associated to the agency:** Log in to the agency's CHAMPS account and go to *Step 11: View Servicing Provider Details*. Only those caregivers whose names are listed in this section are enrolled and associated to the agency. If a date appears in a caregiver's End Date field and it is prior or equal to today's date, the caregiver is no longer associated to the agency.
- **Provider Support Hotline:** If your agency caregivers need assistance with enrolling in CHAMPS and associating to your agency, they can contact Provider Support at 1-800-979-4662.

For additional Home Help information, visit www.michigan.gov/homehelp. Policy bulletins and L letters can be found online at www.michigan.gov/medicaidproviders >> Policy, Letters & Forms.

Thank you for your interest in participating as a Home Help provider.

Sincerely,



Kathy Stiffler, Acting Director
Medical Services Administration