

February 21, 2020

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


Dear Home Help Agency Provider:

RE: MSA-1904 Home Help Agency Invoice Frequently Asked Questions

Bulletin MSA 19-18 Home Help Services Agreement and Agency Invoice requires monthly submission of the MSA-1904 Home Help Agency Invoice. Home Help Agency providers have asked for clarification of the policy and the method for completing and submitting the MSA-1904. The enclosed Frequently Asked Questions (FAQ) are intended to provide clarification.

If Home Help Agency providers have questions that have not been addressed in the enclosed FAQs, they may contact the local county MDHHS office or email MDHHS-MSA-HHProviderReport@michigan.gov. Contact information for local county MDHHS offices is available on the MDHHS website at www.michigan.gov/mdhhs >> Inside MDHHS >> County Offices.

Sincerely,



Brian Barrie, Acting Director
Bureau of Medicaid Long Term Care Services and Support
Medical Services Administration

Attachment

L 20-06

Michigan Department of Health and Human Services
MSA-1904 HOME HELP AGENCY INVOICE

Frequently Asked Questions

Questions are divided into the following categories:

- [Billing Questions](#)
- [Documentation Requirements](#)
- [Signature of Authorized Representative](#)
- [Invoice Submission](#)

Additional questions may be emailed to MDHHS-MSA-HHProviderReporting@michigan.gov.

Billing Questions

The agency provider does not know which services are billable because it does not have an approved Time and Task for the client. The agency provider has made several attempts to get the client's approved Time and Task from the client's adult services worker (ASW). What should be the agency provider's next steps?

Call the local county MDHHS office and ask to speak with the ASW's supervisor. Contact information for local county MDHHS offices is available on the MDHHS website at www.michigan.gov/mdhhs >> Inside MDHHS >> County Offices.

If the ASW's supervisor does not respond, call Provider Support at 1-800-979-4662 or email ProviderSupport@Michigan.gov.

An agency caregiver provided all services for a billing month but was not associated to the agency provider in CHAMPS until the middle of the month. Is the agency provider eligible for payment for the full month of services?

No. Payment can only be authorized for services provided on or after the date of the agency caregiver's association in CHAMPS.

For more information, see [Section IV.F. Payment for Services in Bulletin MSA 18-09 Home Help Agency Provider Standards](#) (URL: <https://bit.ly/2RrizzG>) and [Bulletin MSA 19-11 Enforcement of Home Help Agency Enrollment Policies](#) (URL: <https://bit.ly/38fUxNN>).

A client had a two-day hospital stay during the billing month. The agency provider was still able to provide all authorized services for the billing month. Can the agency provider receive full payment for the services it provided?

The agency provider may be eligible for full payment. The ASW will check to see if the following conditions are met:

- Completed tasks occurred on the days the client was not in the hospital.
 - Example: The client was in the hospital on Tuesday and Wednesday. Services were provided on Monday, Thursday and Friday.
- The frequency of completed tasks for the month matches the frequency on the approved Time and Task.

A client had a two-day hospital stay during the billing month. The agency provider did not provide services scheduled for those days. How does the agency provider subtract uncompleted tasks from the MSA-1904 Home Help Agency Invoice (invoice) total?

The agency provider should use the following formula:

Time to subtract from the invoice = (Number of times task NOT provided) X (Approved time for task)

Example:

The Time and Task includes seven days of bathing per week at ten (10) minutes per bath. During Week 1 of the billing period, the agency caregiver could not give the client two (2) baths.

Time to subtract from the invoice = (2 missed baths) X (10 minutes) = 20 minutes.

A Home Help client has a Medicaid deductible (also known as a spenddown). Should the invoice only include services provided after the deductible is met?

A client with a Medicaid deductible may achieve eligibility on different days of each month. Since it is difficult for the agency provider to track the exact day of eligibility, the invoice can include an accurate record of authorized services completed for the entire month. The ASW will prorate payment based on the date the client's deductible was met.

At the start of the billing month, the agency provider earned the individual rate. In the middle of the month, the approved agency rate was reinstated. How should the agency provider bill for different hourly rates?

The agency provider needs to document the number of hours covered by each rate using one of the following methods:

Submit one invoice:

- Either leave the Hourly Rate field blank or record both rates in the field. Example: "\$9.45 / \$16.08".
- In the Service Verification log(s) on the invoice, record all services provided during the billing month.
- Document the date range and total hours for each rate. Example: "1/1-1/15/20: 25:00 hrs @ \$9.45/hr. 1/16-1/31/20: 25:00 hours @ \$16.08/hr".

Submit two invoices – one per hourly rate:

On each invoice:

- Enter one rate in the Hourly Rate field.
- In the Service Verification log(s) on the invoice, record only those services providing during the time when the hourly rate was effective.
- Bill only for the hours and minutes when the hourly rate was effective.

Documentation Requirements

The agency provider wants to submit with the invoice the name and CHAMPS provider ID of any agency caregiver who provided services during the billing month. Is this an option?

If the local county MDHHS office accepts this information, yes. If not, the agency provider must keep this information on its premises.

For more information, see [Section IV.G. Record Retention in Bulletin MSA 18-09 Home Help Agency Provider Standards](https://bit.ly/2RrizzG) (URL: <https://bit.ly/2RrizzG>).

The approved Time and Task includes 50 minutes of Meal Preparation per day, five days a week, for a total of 250 minutes per week. The agency caregiver is only in the home three days a week but spends 250 minutes on meal preparation. Given that the time spent on the task is the same, should Meal Preparation be checked on five days each week?

No. The service verification log(s) on the invoice must only document the actual services provided. In this case, Meal Preparation should only be checked a maximum of three times per week.

The client should contact the ASW to request a change in the frequency of meal preparation and to verify the client's needs are being met with the new schedule. The ASW will determine if a change is needed in the total amount of time authorized.

For more information, see [Bulletin MSA 19-18 Home Help Services Agreement and Agency Invoice](https://bit.ly/2RnT81W) (URL: <https://bit.ly/2RnT81W>).

Does the person recorded in the Contact Person field need to be in CHAMPS?

Yes. The contact person is someone who can answer questions about the invoice. To do so, they need to access the client's information. Policy requires all agency staff who access client information to be enrolled in CHAMPS or listed in the agency's CHAMPS enrollment. Specifically:

- Agency staff who provide direct personal care services to Home Help clients must be a) enrolled in CHAMPS as atypical providers and b) associated to the agency.
- Any other agency staff recorded in the Contact Person field must be listed in the agency's CHAMPS enrollment in "Step 9: Provider Controlling Interest/Ownership Details".

For more information, see [MSA 19-11 Enforcement of Home Help Agency Enrollment Policies](https://bit.ly/38fUxNN) (URL: <https://bit.ly/38fUxNN>).

Signature of Authorized Representative

Do agency staff who sign the invoice need to be in CHAMPS?

Yes. The invoice includes the client's protected health information (PHI). Anyone who accesses client PHI must be in CHAMPS. Specifically:

- Agency staff who provide direct personal care services to Home Help clients must be a) enrolled in CHAMPS as atypical providers and b) associated to the agency.
- Any other agency staff who sign the invoice must be listed in the agency's CHAMPS enrollment in "Step 9: Provider Controlling Interest/Ownership Details".

For more information, see [MSA 19-11 Enforcement of Home Help Agency Enrollment Policies](https://bit.ly/38fUxNN) (URL: <https://bit.ly/38fUxNN>).

Who from the agency provider can sign the invoice?

The agency provider can choose which agency staff sign the invoice. All signers must be properly documented in CHAMPS.

For more information, see [MSA 19-11 Enforcement of Home Help Agency Enrollment Policies](https://bit.ly/38fUxNN) (URL: <https://bit.ly/38fUxNN>).

Does the signature have to be handwritten?

No. The signature can be handwritten, rubber-stamped or typed.

NOTE: This guidance differs from the guidance issued with the second draft of the invoice in October 2019, which prohibited electronic signatures. Based on concerns raised by agency providers and adult services staff, the Home Help program asked for reconsideration of this policy. It was determined that all signature types listed above are permissible. A typed signature can include the electronic signature available in software like Adobe Acrobat DC.

Can the authorized representative initial the invoice instead of signing it?

No, the ASW may need to verify the authorized representative is in CHAMPS. This step requires that the Signature of Authorized Representative field include a signature. The signature must be legible and include the full legal name of the person signing the invoice.

Invoice Submission

How soon can an agency provider submit the invoice after services for a billing month are completed?

The invoice should be submitted on or after the last day services were provided for the billing month.

What methods can be used to submit the invoice?

The invoice can be delivered in person or by fax, U.S. mail or email. Many local county MDHHS offices have determined the most efficient method for submission. If the agency provider would like to expedite the payment process, contact the local county MDHHS office to learn its preferred method of submission.

The ASW requires a corrected invoice. How can the agency provider submit it?

A corrected invoice can be delivered in person or by fax, U.S. mail or email. If the agency provider would like to expedite the payment process, contact the local county MDHHS office to learn its preferred method of submission.