



Home Help Program Client Handbook

*An Introduction to the Home Help Program and a Guide
to Employing Your Home Help Caregiver*

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Welcome to the Home Help Program!



The Home Help program helps individuals who wish to live in their home instead of living in an adult foster care home, home for the aged, or nursing facility.

The Michigan Department of Health and Human Services (MDHHS) runs the Home Help program, which offers funding for Medicaid clients to hire someone to help them with their daily activities.

Home Help is a Medicaid-funded program. In order to receive Home Help services, you must have active Medicaid (not Medicare).

This handbook gives basic information about the program. It explains your rights and responsibilities when you get services through the Home Help program. For example, you have the right to choose your Home Help caregiver.

Your caregiver does not work for the State of Michigan or MDHHS. Your caregiver works for you, and you have the right to hire or fire your caregiver.

This handbook has many sections to help you understand the Home Help program.

- ① The first section is about how to apply for Home Help and the basic eligibility requirements.
- ② The next section is about your role as the employer of your caregiver and the important things you need to know when you receive Home Help services.
- ③ The last section has some helpful resources for you. Please read this booklet and keep it to use in the future.

Applying for the Home Help Program

This section talks about applying for the Home Help program so you can get Home Help services.

Medicaid Eligibility Requirements

To receive Home Help services, you must:

1. Have Medicaid (not Medicare).
2. Need help with at least one activity of daily living (ADL).

Home Help is a Medicaid-funded program. You will have to pay for any costs that MDHHS does not pay. This includes benefits which may have been authorized in the past, but your Medicaid eligibility has changed or ended.

If you have personal care needs but your income is too high to get full Medicaid, you may still be able to get Home Help. Contact the adult services unit at your local MDHHS office and ask about the Home Help program for individuals with deductibles (also known as spend downs).

If you have a Medicaid deductible, Home Help will not pay for your care until you have met your Medicaid deductible each month.

If your personal care costs are the same or more than your Medicaid deductible amount, please talk to your adult services worker (ASW) about the Personal Care Option. The Personal Care Option allows you to pay your Home Help caregiver to meet your Medicaid deductible every month. Talk about how you can choose this option with your Medicaid worker and your ASW.

If you need to apply for Medicaid, please visit michigan.gov/mibridges for an online application. Call your local MDHHS office for a paper application.

How to Apply for the Home Help Program

Anyone can make a referral for Home Help services. The person making the referral does not have to be the individual who needs Home Help services. The referral can be made by phone, mail, fax, or in person. There are two forms required for a complete Home Help application:

DHS-390

Adult Services Application

Must be signed by you or your legal guardian.

- If you are unable to write, you may sign with an X. This must be witnessed by one other person (friend, family member, your ASW).
- The date MDHHS receives the Adult Services Application is your application date.
- If you have a legal guardian, they must sign all the documents needed for Home Help Services.

DHS-54A

Medical Needs Form

Must be completed by a Medicaid-approved medical professional. The Medical Needs Form will verify that you need Home Help services. The medical professional must be one of these:

- Physician (M.D. or D.O.).
- Physician assistant.
- Nurse practitioner.
- Occupational therapist.
- Physical therapist.

If your doctor is from the Veterans Administration, you can use the Medical Needs Form or Veterans Administration Medical Form 10-10M. Home Help services cannot be paid before your Medicaid-approved medical professional signs the Medical Needs Form. Your medical professional will certify that you need services because you have a medical condition, physical disability, or cognitive impairment. But your adult services worker will make the decision about how many hours of services you are eligible for.

You can get the Adult Services Application and the Medical Needs Form by calling your local MDHHS office. You can also get them online by visiting michigan.gov/adultservices and clicking the link for Forms and Publications. The application is available in other languages, including Spanish and Arabic.



Home Help Eligibility and Assessment

When MDHHS gets your referral for Home Help services, your case will be assigned to an adult services worker (ASW). Your ASW will then schedule a home visit with you. During the home visit, the ASW will ask detailed questions about your physical condition and the specific tasks you need help with. This interview is called your Comprehensive Assessment.

If you have a guardian, your ASW will also interview them. It is best if your guardian can attend the home visit with you. If you already have a caregiver, your ASW will talk to them. Please make sure your caregiver is at the home visit also.

ADLs

To be eligible for Home Help services, you must require hands-on assistance with at least one activity of daily living (ADL) listed below:

- | | |
|-----------------------------------------------|---------------------------------------------------|
| <input checked="" type="checkbox"/> Bathing. | <input checked="" type="checkbox"/> Mobility. |
| <input checked="" type="checkbox"/> Dressing. | <input checked="" type="checkbox"/> Toileting. |
| <input checked="" type="checkbox"/> Eating. | <input checked="" type="checkbox"/> Transferring. |
| <input checked="" type="checkbox"/> Grooming. | |

IADLs

If you qualify for help with an ADL, you may also be able to get help with instrumental activities of daily living (IADLs), including:

- | | |
|---------------------------------------------------------|-----------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Light housework. | <input checked="" type="checkbox"/> Meal preparation and cleanup. |
| <input checked="" type="checkbox"/> Laundry. | <input checked="" type="checkbox"/> Shopping for food and medication. |
| <input checked="" type="checkbox"/> Travel for laundry. | <input checked="" type="checkbox"/> Travel for shopping. |
| <input checked="" type="checkbox"/> Taking medication. | |

The Home Help program can also pay for complex care tasks, such as:

- Bowel program.
- Catheters or leg bags.
- Colostomy care.
- Eating or feeding assistance.
- Peritoneal dialysis.
- Range of motion exercises.
- Specialized skin care.
- Suctioning.
- Wound care.
- Respiratory treatment.
- Ventilator care.
- Specialty Medical Equipment.

There is no maximum number of hours that you can be eligible for in the Home Help program. Each person is unique, and your approved hours are determined on an individual basis.

If your personal care needs are high, your case must be reviewed by the registered nurse (RN) in the Home Help policy office.

The Home Help program is open to Medicaid clients of all ages if they have functional limitations because of a medical condition, physical disability, or cognitive impairment.

If you live in a home with other adults, some services may be prorated (divided by half), because the Home Help services Medicaid pays for are only for you.

Children usually have responsible relatives (parents or adoptive parents) who care for them. When responsible relatives are unable because of a medical condition, or unavailable due to work or school, they can hire a caregiver to help with ADLs, medication, and meal preparation during the parent's absence. Parents cannot be the paid caregiver for their minor children.

If you are approved for Home Help services, you will have a home visit with your ASW and a Comprehensive Assessment every 6 months. The ASW must also contact your caregiver(s) every 6 months. The ASW does these reviews to make sure you still qualify for Home Help services and see if any changes are needed.

The Comprehensive Assessment also includes making your Plan of Care. The ASW will ask about other services you get, or any unmet needs you may have. Your ASW may make referrals for you to other community resources.

Notification of Eligibility Determination

When you apply for the Home Help program, your ASW will notify you in writing within 45-calendar days if you are approved or denied for services.

If you are approved, you will be given a Time and Task document that explains which tasks and the amount of time for each task you have been approved for. You will get two copies of your Time and Task document. One is for you to keep, and one is for your caregiver. You will get a new Time and Task document every time there is a change in your services.

If you have an open Home Help case, you must let your ASW know of any changes in your situation. When your ASW makes a change in your approved hours, you will receive a written notice of the change.



Services Not Covered by the Home Help Program

Some services are not eligible for payment in the Home Help program.

The list below does not include all of the services that the Home Help program does not cover, but it has the most common ones, including:

Supervising, monitoring, prompting, reminding, guiding, teaching, or encouraging.

The tasks paid for by the Home Help program must be “hands-on” tasks.

Services that help others, not you.

For example, if you live with other adults, the light housework or meal preparation tasks may be prorated by one half, because the Home Help payments are only for you.

Services that a responsible relative is able and available to do.

(Such as house cleaning, laundry, or shopping). Reminder: A responsible relative is a client’s spouse or a parent of an unmarried child under age 18. Parents cannot be the paid caregiver for their minor children. An individual’s spouse cannot be their paid caregiver.

Services that another Medicaid resource is providing you at the same time.

(For example, a hospital, MI Choice Waiver, Community Living Supports, etc.)

Transportation to medical appointments.

Mowing the lawn or shoveling snow.

Home repairs.

Money management.

(Such as power of attorney or representative payee)

Home-delivered meals.

Cleaning supplies.

Adult or child day care.

Recreational activities.

(For example, going to the movies, sporting events, etc.)

Your Rights and Responsibilities

This section describes your rights and responsibilities as an applicant or recipient of the Home Help program.

Your Rights

If you qualify for Home Help services, you have the right to:

- Be treated with respect and dignity by people who are helping you or who work for you.
- Be free from abuse, restraints, seclusion, and the misuse of your property.
- Feel safe from physical, emotional, mental, and verbal harm from those that you live with, those who care for you, and those who interact with you on a daily basis.
- Have your cultural and religious choices respected and addressed.
- Have your health, social, and financial records kept confidential.
- Choose your caregiver and how they provide services.

Non-discrimination

If you believe you have been discriminated against because of your race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information you can file a complaint with the following:

Michigan Department of Civil Rights:
800-482-3604.

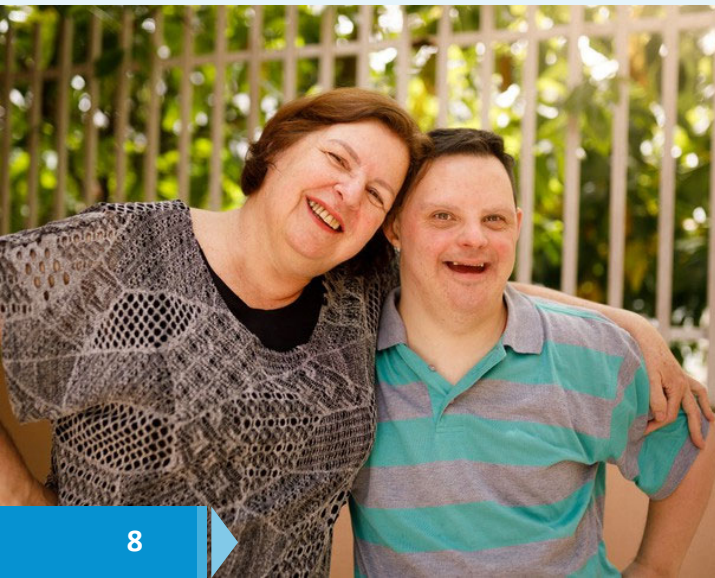
U.S. Department of Health and Human Services: 202-619-0403.

Applications

You have the right to apply for adult services programs at any time. Your application must be approved or denied within 45-calendar days from the day MDHHS gets your referral. When applying for Medicaid-funded programs, such as Home Help, you will not be approved until you have Medicaid.

You have the right to be told in writing of the approval or denial of services. You have the right to be treated fairly and with dignity in all dealings with MDHHS.

You have the right to choose your Home Help caregiver. Your caregiver is not employed by the State of Michigan or MDHHS. **You are the employer** and have the right to hire or fire your caregiver.



Hearings

If you believe you have been treated unfairly or a mistake has been made with your case, you can ask for an administrative hearing. Then you will be able to explain your case to a judge. You must request the hearing within 90-calendar days of the action taken.

You have three options to file a hearing:

- ① You can send your request in writing to Michigan Office of Administrative Hearings and Rules (MOAHR): P.O. Box 30763, Lansing, MI 48909. | Phone: 800-648-3397. | Fax: 517-763-0146.
- ② You can find the DCH-0092-MOAHR, Request for Hearing form online. Go to michigan.gov/adultservices. Then click the link for Forms and Publications.
- ③ You can also call 800-642-3195 to receive a hearing request form. Teletypewriter (TTY) users may call 866-501-5656.

Each request must be signed and dated by you or your authorized representative. Only you or your authorized representative can request a hearing about the approved time or tasks your ASW has set for you. Your caregiver can file a hearing about their enrollment status or a recoupment.

Your Responsibilities

If you qualify for Home Help services, it is your responsibility to:

Know the information in this handbook.

Keep your keepsakes, money, credit cards, jewelry, and guns, or other weapons in a safe place.

Tell your ASW if you are concerned about your caregiver.

Make sure your home is safe for people who work for you. You should:

- Be respectful to workers who come into your home.
- Not verbally or physically abuse the people working for you.
- Not use offensive language to the people who work for you.
- Keep your pets outside or safely away from your caregiver so they can give you the services you need.
- Be careful with your gun and other weapons. Keep them locked up and out of the way. You should never use your weapon to scare the people who work for you.
- Make sure nothing illegal takes place in your home. If you do, the people who work for you will report these things to the proper authorities.



Home Help services are a benefit to you and are income for your caregiver. Home Help checks will be made out to you and your caregiver as dual-party checks. You must sign the back of the check and give it to your caregiver. If you hire an agency provider, checks will be sent directly to the agency on your behalf.

You can only get Home Help when you are at home. You are not eligible for Home Help services if you are in a hospital, nursing home, rehabilitation facility, home for the aged, adult foster care home, etc.

If your situation changes, you must give MDHHS the correct and complete information about what happened. The information you give may need to be verified. If a reported change causes your Home Help services to increase or decrease, your ASW will let you know in writing.

Reporting Changes

You must report **any** changes in your situation to your ASW **within 10-business days** of the change. This includes, but is not limited to, the changes listed on the right.

If you do not report these changes, or do not tell the truth about them, you could be charged with Medicaid fraud. If you are not sure if you should report a change, ask your ASW.

Repayment of benefits: If you are paid too much for your benefits for any reason, you will have to pay back the extra money.

Release of information: MDHHS may let your caregiver(s) know the amount of your Home Help services, when there are changes in the amount of your approved hours, or when your case is closed.

- Medical condition or personal care needs.
- Address.
- Living arrangement. (*Such as other adults moving in or out of your home*)
- Marital status.
- Individual caregiver or agency provider.
- If you are admitted to a hospital or any other type of facility.
- Leaving your home for more than a couple of days.

Caregiver Information

This section contains information that will help you with selecting a caregiver.



Caregiver Selection

You have the right to choose your Home Help caregiver. You may choose an individual caregiver, an agency provider, or both. However, you **cannot** use a caregiver who is:

1. A minor (17 years old and under).
2. A responsible relative (a spouse caring for a spouse or a parent caring for a minor child).
 - If your spouse is unable or unavailable, talk to your ASW about what to do.
 - If you are separated from your spouse, you must provide verification that they are no longer residing in the same home.
 - If you are the parent of a minor child who gets Home Help services, and you are unable or unavailable to provide care, talk to your ASW about what to do.
3. An individual receiving Home Help services cannot provide Home Help services at the same time.

If you are unhappy with your caregiver:

You are the employer, and you can hire or fire a caregiver at any time.

An important part of your Plan of Care is making sure you have a backup caregiver, in case of an emergency and your primary caregiver is not available. If you decide to fire your caregiver or they quit, it is a good idea to have a backup person in mind. Your ASW will ask you about your backup plan.



If you need help finding a caregiver:

Contact your ASW for a list of approved agencies in your area.

Contact Provider Support Services for a list of individual caregivers in your area who may be accepting new clients.

Phone: 800-979-4662.

Email: providersupport@michigan.gov.

Talk to your friends and family to see if they know someone who can assist you.

Caregiver Criteria

When you choose a caregiver, **you are the employer**, and you should select a caregiver you are comfortable with. You should interview the person and make sure they will be a good fit for you and your needs before you hire them. Your ASW must also interview your caregiver and verify that they meet the qualifications below:

Training

The individual caregiver must be willing to participate in available training programs if necessary.

Criminal history screening

All Home Help caregivers must undergo a criminal history screen before they can provide personal care services. (The criminal history screen happens automatically when the caregiver enrolls in the Community Health Automated Medicaid Processing System (CHAMPS). See the next section for more information.)

Ability

The ability to follow instructions and Home Help program procedures, to perform the services you need, and to handle emergencies.

Age

The caregiver must be at least 18 years old.

Physical health

The caregiver must be healthy enough to perform the needed services.

Personal qualities

The caregiver must be dependable and able to meet job demands.

Knowledge

The caregiver must know when and where to get help if there is an emergency.

Note: The Home Help program may stop payments if the caregiver no longer meets these criteria.

Caregiver Enrollment in CHAMPS

All providers of Home Help services must enroll in the Community Health Automated Medicaid Processing System (CHAMPS) and be approved by MDHHS **before** they can be paid. During this enrollment process, caregivers will be screened for criminal history.

Payment will **only** be made to the caregiver who is enrolled and approved by MDHHS to provide services for you. Once a caregiver is approved, CHAMPS will assign the caregiver a seven-digit provider identification number.

Important: Provider enrollment is not complete until the caregiver gets their seven-digit provider ID number.

The individual caregiver or agency provider must report any change that affects provider enrollment by updating their information in CHAMPS within 10-calendar days. This includes, but is not limited to, changes in address, telephone number, email, agency ownership, agency contact name, or an agency caregiver or agency employee.



If your caregiver needs help with CHAMPS enrollment, they should:

- Visit michigan.gov/homehelp for instructions and job aids.
- Call the provider support hotline at 800-979-4662.
- Email providersupport@michigan.gov.

Note: *If your caregiver does not have a computer, smart phone, or access to the internet, contact your ASW for help.*

Criminal History Screening for Caregivers

Anyone who wishes to provide personal care services through the Medicaid Home Help program must undergo a criminal history screen during the enrollment process in CHAMPS. The screening must be completed and passed by the MDHHS Provider Enrollment unit before the caregiver can be paid.

People with excludable convictions on their record may not be able to provide Home Help program services. Excludable convictions can be either mandatory or permissive exclusions. A person with a mandatory exclusion cannot be a caregiver in the Home Help program. People with permissive exclusions **cannot** become a caregiver unless you sign an MSA-119, Personal Choice and Acknowledgement of Provider Selection Form, stating that you would like them to be your caregiver anyway.

If the background check completed on your chosen caregiver shows a mandatory or permissive exclusion, your ASW will discuss your options with you. If your caregiver has a permissive exclusion, the ASW will give you more information about their crime, and if you choose to hire this caregiver, you will **sign** the acknowledgement form. **The date you sign the acknowledgement form is the date your caregiver can start getting paid through the Home Help program.**

As of April 1, 2019, criminal screening for caregivers will look at the past 10 years from the date of enrollment for federal or state felonies and the past five years from the date of enrollment for federal or state misdemeanors.

Note: *Agency caregivers cannot have mandatory or permissive exclusions.*

Note: *If you have a guardian and they have a permissive exclusion, they cannot be your caregiver because they cannot sign an MSA-119, Personal Choice and Acknowledgement of Provider Selection Form, for themselves.*

Financial Information

This section includes information about how payments are made and financial details about your services under the Home Help program.

Verification of Home Help Services

Because the Home Help program is paid for with Medicaid dollars, all services provided must be verified before they can be paid.

Both individual caregivers and agency providers must submit verification of services before a check is generated. Your caregiver must accurately complete the billing to verify they provided the approved Home Help services to you.

For more details on service verification and how to complete it, please visit michigan.gov/homehelp or contact Provider Support Services (providersupport@michigan.gov or 800-979-4662).

All service verifications must be received within one year (or 365 days) of the service date. Failure to submit service verification within 365 days of the service date will result in non-payment.



The Home Help payment schedule can be found at michigan.gov/homehelp (under the Tools and Resources link) and is also mailed each year to individual caregivers with their W2.

The Home Help pay rate by county can be found at michigan.gov/homehelp under the Tools and Resources link.



Facility Stays

Payment for Home Help services **cannot** be made on the day you are **admitted** to a nursing home, institution for mental disease, home for the aged, adult foster care home, or when you are incarcerated. Effective February 1, 2023, an individual caregiver or agency provider **can** be paid for Home Help services provided on the day you are **admitted to a hospital**, if services were completed before the time you were admitted. Home Help services **can** be paid on the date you are **discharged** from a facility.

Home Help Payments

Home Help payments are issued as dual-party checks, which means they are made out to both you and your caregiver. These checks are mailed to the address you gave to your ASW. If your mailing address is different than your physical address, make sure to report both addresses to your ASW.

When you receive a dual-party check, you sign the back of it and then give the check to your caregiver. By signing it, you are confirming that your caregiver provided the approved services that are being paid for. If your caregiver did not provide all the services, tell your ASW. Talk to your ASW if you have any other concerns about dual-party checks.

Sometimes MDHHS will issue “single-party checks” just for your caregiver. Single-party checks are mailed to the caregiver’s pay-to address in CHAMPS.

Note: MDHHS issues single-party checks to agency providers because they are a business.

Please be sure you keep your address updated with your ASW and that your caregiver keeps their address updated in CHAMPS, so the checks are received at the correct address.

Taxes

Federal Insurance Contributions Act (FICA) tax on Home Help program payments: FICA taxes are a combination of Social Security and Medicare taxes. The employee and employer each pay half of the total bill to the Internal Revenue Service (IRS). This tax is withheld so your caregiver will have Social Security coverage if or when they need it.

As of April 2023, Social Security and Medicare taxes total 15.3% of the employee’s earnings. As the employer, you are responsible for half of the total bill (7.65%), which includes a 6.2% Social Security tax and a 1.45% Medicare tax. Your caregiver is responsible for the other half. MDHHS will be paying your caregiver on your behalf, but **you are the employer**. MDHHS will pay the FICA tax you owe to the IRS without cost to you. The FICA tax your caregiver owes will be kept from their payment each pay period. MDHHS will send both of these required FICA taxes to the IRS for you.

Your ASW will ask you to sign a DHS-4771, Authorization for Withholding of FICA Tax in Home Help Program Payments Form, before your case opens. Your signature on this form lets MDHHS act as your agent in withholding FICA taxes from your caregiver’s payments.

If your caregiver is an agency provider or your parent (adoptive, foster, stepparent), then no FICA tax will be withheld from the check.

- If a parent caregiver wishes to have FICA withheld, talk to your ASW.
- If your caregiver is your child, age 18-20, then no FICA tax will be withheld from the check.

MDHHS will issue a W-2 to your caregiver **on your behalf** at the end of the year. Agency providers will receive a 1099. **W-2s and 1099s are based on payments earned in a calendar year. W-2s and 1099s are sent by mail to the address your caregiver listed in CHAMPS, so it is very important your caregiver keeps their address updated.**

MDHHS will issue a FICA rebate to all individual caregivers who earn less than the gross limit set by the federal government each calendar year. Keep in mind that what each person has to pay in taxes is different. Your caregiver will have to pay any taxes owed to the IRS, except the FICA tax MDHHS withheld, at the end of the year. If your caregiver has more questions about their taxes, tell them to contact a professional tax preparer.

Service Animals

Service dogs are working animals, not pets. Dogs who only provide comfort or emotional support do not qualify as service animals under the American Disabilities Act (ADA). Under the ADA Titles II and III, as revised on March 15, 2011, miniature horses may also qualify as a service animal.

If you have a service animal that helps you with a task, please tell your ASW. The service animal does not have to be professionally trained, so you do not need to have proof of training. Your ASW will ask which task(s) the service animal helps you with but will not ask for a demonstration.

If your service animal meets one of your personal care needs, you may be able to get a payment of \$20.00 per month to help care for your service animal.



Privacy



As part of the Home Help program, you allow MDHHS to let your caregiver(s) know when Home Help services have been approved, when there are changes in the number of hours you are approved for, or when your case is closed.

You also authorize MDHHS to share information about your case to coordinate benefits and make sure you are not receiving the same services from more than one Medicaid personal care services program at the same time.

MDHHS may release information for purposes directly related to the administration of certain assistance programs. Limited information may also be released in response to government officials acting in their official duties or certain charitable organizations.

MDHHS may reach out to you through surveys about the quality of programs and customer service.

View the MDHHS Privacy Notice for Medicaid & Other Medical Assistance Programs at michigan.gov/hipaa.

Penalties

If benefits are overpaid for any reason, the overpayment amount will have to be repaid. This is called a recoupment. MDHHS will recoup services that were paid but not provided, or provided when you or your caregiver were unavailable. This may include times when you are in a hospital or nursing home. If you need help setting up a payment plan for an amount to be repaid, please contact providersupport@michigan.gov or call 800-979-4662.

An intentional program violation (IPV) is when you say something untruthful, hide, mislead, or withhold facts on purpose to receive or continue to receive extra benefits. If MDHHS thinks you committed fraud, we may hold an administrative hearing, require you to pay back money, bring criminal charges against you, or ask you to sign a disqualification agreement.



Resources

Adult Protective Services (APS)

APS provides protection to vulnerable adults who are at risk of harm of abuse, neglect, or financial exploitation. If you or someone you know is in need of APS services, please call 855-444-3911, 24 hours a day, 7 days a week, 365 days a year. ***If you are in immediate danger, call 911.***

Medicaid

Apply for Medicaid by visiting michigan.gov/mibridges. If you do not have a computer, request a paper Medicaid application from your ASW or local MDHHS Office.

Please note: Medicaid is different than Medicare. Medicaid is managed by MDHHS and issues a green card. Medicare is managed by the Social Security Administration (SSA) and issues a red, white, and blue card.

Michigan Medicare/Medicaid Assistance Program (MMAP)

MMAP is for individuals and their families needing help understanding Medicare and Medicaid eligibility, enrollment and coverage, medical bills, Medicare supplemental and long-term care insurance. Call 800- 803-7174 to speak with a MMAP staff member or visit mmapinc.org.

Provider Support Services

If your Home Help caregiver needs assistance, please have them contact MDHHS Provider Support Services at 800-979-4662, email providersupport@michigan.gov, or visit michigan.gov/homehelp.

Medicaid Provider Manual

The Medicaid Provider Manual can be found by visiting michigan.gov/medicaid, then click Providers, then click Policy, Letters & Forms.

MDHHS Policy Manuals

Visit dhhs.michigan.gov/olmweb/ex/html then click Adult Services. Next, click Adult Services (ASM) for the policy manuals and Schedules (RFS) for the payment schedule.

Behavioral and Physical Health and Aging Services Administration (BPHASA)

BPHASA combines Michigan's Medicaid office, services for aging adults, and community-based services for adults with intellectual and developmental disabilities, serious mental illness, and substance use disorders. You can find more information on available services at michigan.gov/bphasa.

Interpreter Services

MDHHS must provide interpreter services for all individuals who are deaf, deaf-blind, blind, hard of hearing, and individuals who speak little English. If you need an interpreter, please let your ASW know.

Food Assistance Program (FAP)

You may be eligible to receive food benefits. You may apply for the Food Assistance Program at your local MDHHS Office or at the website link michigan.gov/mibridges. If you have questions, contact the Eligibility Specialist assigned to your Medicaid case.

Medical Transportation

Some people may qualify for transportation to medical appointments through their health insurance. To see if you do, please call the customer service number on the back of your health insurance or Medicaid card. People who receive Medicaid may be able to qualify for transportation through the Non-Emergency Medical Transportation (NEMT) program. Ask your Eligibility Specialist or ASW for more information about the NEMT program.

211

You can call this number to learn how to get assistance in your community, such as for finding help with food, housing, utility bills, help with making your home safe from bad weather, help if you have lived through a disaster, mental health help, and help with substance abuse. Call 211 or visit 211.org.

Emergency Readiness

Emergencies can happen anytime or anywhere. Preparing before the unexpected happens can make a big difference in coping and recovering from a disaster. Take charge to be as prepared as possible. Visit ready.gov or michigan.gov/miready for Michigan State Police information and checklists.

Area Agencies on Aging Association of Michigan (AAA)

The AAA Association of Michigan is a statewide association that advocates on behalf of Michigan seniors. To find your local AAA, visit 4ami.org, email info@4ami.org or call 517-886-1029.

Home Help Caregiver Training and Resources

If your caregiver needs support or training, they can look here. Visit powerfultoolsforcaregivers.org or canr.msu.edu/powerful-tools-for-caregivers. Creating Confident Caregivers classes through your local Area Agency on Aging (see above for finding your local AAA).

Voter Registration

If you are not registered to vote, you have the right to register. Visit michigan.gov/voterregistration or visit any Secretary of State branch office or your county clerk's office.



Glossary

MDHHS	Michigan Department of Health and Human Services.
ASW	Adult services worker. This person works for MDHHS and provides case management services for the Home Help program.
Client/Recipient/ Beneficiary/ Customer/	These are different terms that mean the same thing, referring to the person receiving Home Help services (you).
Caregiver/ Provider	The person employed by you to provide your Home Help services. Sometimes these terms are used interchangeably. For example, the adult services worker may ask you to have your caregiver call the provider support hotline.
Agency Provider	A business that provides Home Help services.
CHAMPS	Community Health Automated Medicaid Processing System. This is the computer system that caregivers use to enroll and update their information.
ESV	Electronic Service Verification. An electronic invoice used for billing by an individual caregiver.
EVV	Electronic visit verification. A federally required form of Medicaid service verification.
Agency Invoice	The document used for billing by an agency provider.
Medicaid Spend Down/ Deductible	These terms are used interchangeably and mean the same thing. If you have too much income for full Medicaid, this is your out-of-pocket cost before your Medicaid coverage is activated each month.

Frequently Asked Questions (FAQs)

Are people with disabilities under age 18 eligible for the Home Help program?

Yes, if their parent or guardian is unable or unavailable to provide care for the minor child, another caregiver can be paid.

My child is 16 years old and disabled, can I be paid to be their caregiver?

No. But you can hire another person to provide their care if you are physically unable to or you work or go to school and are unavailable sometimes. When your child turns 18 years old, you would be eligible to be their caregiver.

Can my spouse be paid to be my caregiver?

No. Your spouse cannot be your paid caregiver, but you can hire another person to provide your care if your spouse is physically unable to care for you or if your spouse works or goes to school and is unavailable sometimes. Your spouse cannot be paid to provide your care as an individual caregiver or as an employee of an agency.

I have an emotional support animal; am I eligible for a service animal payment?

No. In order to receive a service animal payment, the animal must perform a specific task for you.

Does the Home Help program pay for transportation to medical appointments?

No. Please call the number on the back of your health insurance or Medicaid card or contact your local MDHHS office for medical transportation resources.

I was admitted to the hospital at 10:00pm, can my caregiver be paid for the services they provided earlier that day?

Yes. Please speak with your ASW for more information.

Q: I was discharged from the hospital at 7:00am, can my caregiver be paid for the services they provided later that day?

Yes. Please speak with your ASW for more information.