

## **Adoption & Guardianship Assistance Office (AGAO):**

### **Frequently Asked Questions**

- **Who do I contact for questions about my adoption or guardianship assistance case?**
  - *Here is a link to the list of contacts for AGAO:*  
[Adoption and Guardianship Assistance Contact List \(michigan.gov\)](#)
  - *Adoption assistance cases are assigned by parent last name.*
  - *All guardianship assistance cases are assigned to one analyst.*

- **I've moved. How do I update my address?**

- *Address changes must be submitted in writing and include:*
  - *Parent's name*
  - *Phone number*
  - *Child's name*
  - *Child's Date of Birth*
  - *Complete Old Address*
  - *Complete New Address*
  - *Parent's Signature*

*SIGMA (State of Michigan's payment system) must also be updated to your new address. AGAO cannot make changes in SIGMA on a parent's behalf. Parents must update their account online by going to [www.michigan.gov/sigmavss](http://www.michigan.gov/sigmavss). If you need assistance in updating your address, you can contact the SIGMA Help Desk at: [SIGMA-vendor@michigan.gov](mailto:SIGMA-vendor@michigan.gov) or call 517-284-0550.*

- **How do I sign up to receive adoption or guardianship assistance payments via direct deposit or change bank account information?**

- *Parents must enter and/or update bank account information in their SIGMA account. AGAO cannot make changes in SIGMA on a parent's behalf. Parents must update their account online by going to [www.michigan.gov/sigmavss](http://www.michigan.gov/sigmavss). If you need assistance in adding or changing bank account information, you can contact the SIGMA Help Desk at: [SIGMA-vendor@michigan.gov](mailto:SIGMA-vendor@michigan.gov) or call 517-284-0550.*

- **My name has changed. How do I update my name with AGAO?**

- *Log into your SIGMA account to update your last name by going to [www.michigan.gov/sigmavss](http://www.michigan.gov/sigmavss). AGAO cannot make changes in SIGMA on a parent's behalf. If you need assistance in updating your name, you can contact the SIGMA Help Desk at: [SIGMA-vendor@michigan.gov](mailto:SIGMA-vendor@michigan.gov) or call 517-284-0550. Your name **MUST** be updated in SIGMA before AGAO can process your name change request.*
- *Submit a copy of a legal document with your new name to your ongoing analyst. This can be mailed, faxed, or emailed directly to your ongoing analyst.*
  - *Example: Marriage license, divorce decree, driver's license/state ID.*

- **My spouse has passed away and the adoption or guardianship assistance payments were made in their name. How can I get the payments switched over to my name?**

- *The living parent/guardian must submit to their ongoing analyst by email, fax, or mail:*
  - *Written request to be made payee*
  - *Death certificate of original payee*
  - *Driver's license/state ID*
  - *Copy of SSN*
  - *Living parent/guardian must register in SIGMA (State of Michigan's payment system) and provide their SIGMA vendor code to AGAO. To register in SIGMA, go to: <https://sigma.michigan.gov/webapp/PRDVSS2X1/AltSelfService>*
- **I am the guardian of a child whose adoptive parents have passed away. How can I get the payments switched over to my name?**
  - *The guardian must submit to the ongoing analyst by email, fax, or mail:*
    - *Written request to be made payee*
    - *Death certificate of original payee*
    - *Driver's license/state ID*
    - *Copy of SSN*
    - *Guardianship court order*
    - *Guardian must register in SIGMA (State of Michigan's payment system) and provide their SIGMA vendor code to AGAO. To register in SIGMA, go to: <https://sigma.michigan.gov/webapp/PRDVSS2X1/AltSelfService>*

*\*Please note that children in guardianships after the death of an adoptive parent are not eligible for Medicaid through AGAO. Guardians can apply at their local DHHS office for Medicaid for the adoptive child.*

- **I need a document showing how much adoption or guardianship assistance I receive. How can I request that?**
  - *You will need to put your request in writing to [ConklinD2@michigan.gov](mailto:ConklinD2@michigan.gov). Your request letter should include the following:*
    - *Parents' name and home address*
    - *Children's names and date of births*
    - *Handwritten signature from one or both parents*
  - *If you would like us to send the completed verification letter to a third party, you can also include their information (i.e., fax number or email address) and the completed verification can be sent directly to the third party.*
  - *You can email a picture of your handwritten request letter as an attachment to [ConklinD2@michigan.gov](mailto:ConklinD2@michigan.gov) or by fax 517-241-7042 or 517-335-4019.*
- **What is an annual report and when is it due?**
  - *The annual report is a document which adoptive parents and guardians are required to submit once a year to AGAO for the purposes of verifying continued eligibility for adoption and guardianship assistance and for funding purposes.*
  - *Approximately one month before the child's birthday, the annual report will be mailed to the address on file with our office. This means that if you have more than one adoptive*

*child, you will not receive their annual reports all at once, but rather, at the time of each individual birthday.*

- *If your child's birthday has passed and you have not received an annual report, please contact your assigned analyst to ensure AGAO has your current address on file.*
  
- **My child will be turning 18 but is still in high school. Can I still receive adoption assistance?**
  - *Approximately two months before your child's 18<sup>th</sup> birthday, you will receive a letter in the mail explaining options for an extension of your child's adoption assistance, if they are eligible.*
  - *Extension applications are due within 30 days of your child's 18<sup>th</sup> birthday. These can be mailed or faxed to AGAO or emailed directly to your ongoing analyst.*
  
- **When can I expect my adoption or guardianship assistance payment each month?**
  - *AGAO's payment schedule can be found on our website:  
<https://www.michigan.gov/mdhhs/adult-child-serv/adoption/post-adoption-resources/post-adopt-assist>*
  - *If one or more holidays occur during the week a payment is expected to release, a holiday will push the payment date back by one or more days.*
  
- **My child receives Medicaid through the Adoption & Guardianship Assistance Office. How do I change Medicaid plans?**
  - *AGAO cannot make changes to your child's Medicaid plan.*
  - *You must call Michigan Enrolls at 1-888-367-6557 regarding plan changes.*
  
- **Why does my child's medical provider say that my child's Medicaid is closed or not active when they receive Medicaid through the Adoption & Guardianship Assistance Office?**
  - *Many medical providers will check a child's Medicaid by using the child's name and date of birth. This sometimes results in previous, closed Medicaid cases showing, making it appear as if there is no active Medicaid.*
  - *Your child's Medicaid should be checked/run by their recipient identification number on their card and NOT by their name and date of birth.*
  - *If you continue to have issues with your adoption or guardianship assistance Medicaid, please contact your assigned analyst.*
  
- **My child needs a replacement mihealth card. How can I receive one?**
  - *AGAO cannot issue new Medicaid cards.*
  - *If you did not receive your mihealth card or it is lost, stolen, or damaged, please call the Beneficiary Help Line at 1-800-642-3195.*
  
- **When I call Medicaid, they say I am not listed on my child's account. How can I change this?**
  - *Only one parent/guardian can be listed on a child's Medicaid information as the alternate payee.*
  - *If you wish to change the alternate payee to a different parent/guardian, you must submit that request in writing and have both parents/guardians sign the request. This request can be mailed, faxed, or emailed directly to your assigned analyst.*