

Home Help Program

Frequently Asked Questions (FAQ)

General Questions:

1. **How can a client (or beneficiary) get assistance in finding a provider who is willing to work for them?** *Clients (or beneficiaries) can call 1-800-979-4662 to obtain a list of individual providers in their area.*
2. **Who can I contact if my Adult Services Worker (ASW) is not returning my calls?** *If your Adult Services Worker is not returning your calls you would need to reach out to their supervisor.*
3. **Who do I contact if I have any questions about the Home Help program changes?** *You can contact Provider Support at any point if you need help by phone 1-800-979-4662 or email providersupport@Michigan.gov.*
4. **How do I get an Adult Service Worker?** *Call the local Department of Health and Human Services county office and ask for the Adult Services Unit.*

Payment Questions:

1. **What is the status of my check?** *Please allow 7-10 business days before calling on a paper check you have not received. You can check the status of your check on Thursdays by calling 1-800-979-4662.*

CHAMPS Questions:

1. **What is CHAMPS?** *The Community Health Automated Medicaid Processing System. Providers will enroll, update enrollment information, and report services provided in this system.*
2. **Why do I need CHAMPS?** *Once enrolled in CHAMPS, you will be able to view and update provider enrollment information, access the Electronic Service Verification (ESV) for submitting services provided.*
3. **Where can I get help with CHAMPS?** *Step-by-step instructions are available at www.Michigan.gov/HomeHelp. You may also contact Provider Support at 1-800-979-4662 or email ProviderSupport@Michigan.gov*

4. **Why do I need an email address?** *An email address is required when obtaining a username and password for MILogin to access CHAMPS.*

Criminal History Screening Questions:

1. **What is a criminal history screening?** *A criminal history screening is a process for identifying the criminal convictions outlined in the policy bulletins that will exclude a provider from participation in the Home Help program.*
2. **What if I don't want a criminal history screening processed on me?** *Effective October 1, 2014, it is required that all providers enrolled in the Home Help program, as well as applicants trying to enroll as providers, be screened. This process is not optional.*
3. **When will the criminal history screening take place?** *New Home Help providers will have the screening processed after they submit the application in CHAMPS but before the individual being approved as a Home Help provider. A provider cannot be paid until they have been approved.*
4. **What does "mandatory exclusion" mean?** *Any applicant or provider found to meet one of the mandatory exclusion categories defined in Policy Bulletin [MSA 14-31](#) is prohibited from participating as a service provider for Medicaid or the Home Help program.*
5. **What does "permissive exclusion" mean?** *Any applicant or provider convicted of crimes identified by Policy Bulletin [MSA 14-31](#) will be excluded from participating in the Home Help program. These providers may still be able to provide services to clients as an individual Home Help provider if the client chooses and is willing to submit an Acknowledgement of Provider Selection form.*
6. **What is the Acknowledgement of Provider Selection form?** *A Home Help recipient may request to select an individual provider who has been determined ineligible because of a Permissive Exclusion identified through the criminal history screening process. The Acknowledgement of Provider Selection is a form that they have received notification of the criminal offense(s) which prompted exclusion and they select the provider anyway. Only Individual Providers can have Permissive Exclusions. You cannot be paid until the client signs the permissive acknowledgement.*

7. **As an Agency, how can I get more information on the criminal history screenings?** *Please reference the Policy Bulletin [MSA 18-09](#).*

Electronic Services Verification Questions:

1. **What is the Electronic Services Verification (ESV)?** *ESV is the online tool used for submission of electronic personal care services.*
2. **What is the purpose of ESV?** *ESV reduces the amount of time it will take to process your services, as it will be sent electronically instead of through the postal service.*
3. **What are my options if I have no access to a computer or internet?** *Your ESV can be accessed anywhere internet is available. We encourage you to seek out your local library, a friend, or a relative who might be able to assist you.*
4. **Who do I contact if a task or task description on the ESV is incorrect?** *Contact your MDHHS case worker to make any changes to your ESV.*
5. **If my client is in the hospital/rehabilitation institute/out of state/etc., do I still need to record services?** *If your client is unavailable and you do not provide any services, you will need to notify your adult service worker within 10 business days; this includes, if the client passes away or is admitted into a hospital or nursing facility. Talk to your adult service worker if you have any questions about performing authorized tasks while the client is unavailable.*
6. **Can I submit before the submission due date?** *All providers are to wait until the entire current month is completed before submitting that month's ESV.*
7. **If I submit my ESV and realize I made a mistake, who can I contact to make the changes?** *No specific process has been finalized for correcting submitted ESV.*

Paper Service Verification Questions:

1. **How do I get Paper Service Verifications (PSV)?** *Paper Service Verifications must be authorized by the adult services worker.*

2. **How do I know if my logs have been received?** *After submitting the logs, you may contact provider support at 1-800-979-4662 to confirm they have been received. If you have faxed the log, please wait one day before calling for verification.*

Agency Providers:

1. **How do I become a home help agency owner?** *Please visit www.Michigan.gov/homehelp and refer to the section titled Agency Information. If you need further assistance call 1-800-979-4662.*
2. **As an agency owner, are criminal history screenings automatically processed on my employees?** *New providers will have the screening processed before the individual being approved as a Home Help provider. A provider cannot be paid until they have been approved.*
3. **Can an Agency employee have a permissive exclusion?** *Agency employees cannot have permissive exclusions ([MSA-18-09](#)).*
4. **Do agency providers need to enroll in CHAMPS?** *Effective June 1, 2015, all agency owners and agency personnel **must** register in CHAMPS for MDHHS to conduct the screenings. Agencies cannot get paid until your agency employees are enrolled in CHAMPS.*
5. **Do agencies have to fill out ESV?** *Agencies will continue to submit invoices ([MSA-1904](#)) until further notice.*
6. **How often do agency providers have to fill out the ESV?** *Agencies do not submit ESV's. Agency providers should contact the adult service worker to determine how frequently they want the agency invoice ([MSA-1904](#)).*