

January 28, 2021

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

Dear Home Help Agency Provider:

**RE: Changes in Access to Payment Information in the SIGMA VSS System**

The Michigan Department of Health and Human Services (MDHHS) is writing to alert Home Help agency providers of changes to the Statewide Integrated Governmental Management Application Vendor Self Service (SIGMA VSS) system that may affect your access to important payment information.

In a recent audit of the SIGMA VSS system, auditors ruled that Home Help client names and dates of service are personally identifiable information (PII) and must be protected. Here is how this ruling may affect your agency:

- **Paper Checks No Longer Contain Client Names and Dates of Service**

Effective October 6, 2020, paper checks sent to agency providers no longer include a list of clients and dates of service. Instead, agency providers must view payment details in the SIGMA VSS system. To access the system, go to [www.michigan.gov/vsslogin](http://www.michigan.gov/vsslogin).

- **Client Names and Dates of Service on Checks Dated Prior to October 6, 2020 Will Be Removed from the SIGMA VSS System**

Effective March 16, 2021, all check images in the SIGMA VSS system from October 1, 2017 through October 5, 2020 will no longer include client names and dates of service. This information will not be stored in the SIGMA VSS system.

Your agency may need this information for business functions like bookkeeping, filing tax returns and responding to MDHHS audits. **You must download this information by no later than March 15, 2021.**

If you have questions or need assistance with accessing payment details or downloading historical information, contact Provider Support at 1-800-979-4662 or via email at [providersupport@michigan.gov](mailto:providersupport@michigan.gov) **OR** the SIGMA Help Desk at 1-888-734-9749 or via email at [SIGMA-Vendor@michigan.gov](mailto:SIGMA-Vendor@michigan.gov).

For additional Home Help information, visit [www.michigan.gov/homehelp](http://www.michigan.gov/homehelp). Policy bulletins and L letters can be found online at [www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders).

Sincerely,

A handwritten signature in dark ink, appearing to read 'K. Massey', followed by a horizontal line.

Kate Massey, Director  
Medical Services Administration