

Electronic Service Verification (ESV) Changes FAQ

Frequently Asked Questions (FAQs) from the Individual Home Help Provider Electronic Service Verification (ESV) Changes Training Sessions held March 2022 – May 2022

FAQs Regarding Changes to the Electronic Service Verification (ESV) Payment Process Effective April 2022 – Ongoing:

- [Providers will be paid based on each service provided](#)
- [Two Travel Time tasks on the ESV](#)
- [Providers can change and resubmit ESV's](#)
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Providers are encouraged to contact Provider Support with additional questions not answered below at:

- ProviderSupport@Michigan.gov
- 1-800-979-4662

Providers will be paid based on each service provided:

Q: When do these changes happen?

A: ESV changes begin with services provided in April 2022 and ongoing months. For additional information about the changes, review the [step-by-step ESV instructions](#) found on the Home Help provider website at www.Michigan.gov/HomeHelp. Note: all system changes should be available for use beginning April 21, 2022.

Q: Should I submit on the last day of the month or the first day of the next month?

A: Providers can submit the ESV at any time during the current month. However, to be sure you are paid for the entire month it is best to submit the ESV after all services for the month have been provided, checked, and saved on the ESV.

Q: What if the client needs more services than they are currently authorized for?

A: If the client believes they need more or different services than are already authorized, the client or their authorized representative should [contact their Adult Services Worker](#).

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Two Travel Time tasks on the ESV:

Q: How does a client get authorized for Travel Time for Shopping and/or Laundry?

A: Authorized tasks that appear on the ESV are based on the provider's Time and Task. If the client believes they need different services than are already authorized, the client should [contact their Adult Services Worker](#).

Q: If the provider does laundry in the client's home, will there be a Travel for Laundry task on the provider's ESV?

A: No. Since no travel is required, a Travel for Laundry task will not appear on the ESV. Providers should review their approved Time and Task for approved tasks.

Q: If I am authorized to provide Laundry and Shopping for the client, will the Travel Time tasks appear automatically on my ESV?

A: The Travel Time tasks should appear automatically on your ESV if they are included on your most recent provider Time and Task. For another copy of your Time and Task, [contact the Adult Services Worker](#).

Q: Do providers need to keep track of how many minutes spent or miles driven for Shopping or Laundry?

A: The amount of time for travel is based on what is authorized on the provider's Time and Task. Providers do not need to keep track of the miles driven to check a Travel Time task on the ESV.

Q: Can Travel Time be paid for tasks other than Laundry or Shopping? For example, taking a client to a doctor's appointment?

A: The only Travel Time tasks that are paid are Travel for Laundry and Travel for Shopping. If the client needs transportation for other medical needs, MDHHS

encourages clients to [contact their Local MDHHS Office](#) and ask about Non-Emergency Medical Transportation (NEMT) services.

Q: Will providers be paid more for travel time?

A: No. If authorized on the provider Time and Task, payment for Travel Time has already been calculated as part of the maximum authorized payment for the pay period.

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Providers can change and resubmit ESV's:

Q: How many months can a provider go back to change a submitted ESV?

A: Providers can make changes to and resubmit an ESV for any prior month within one year (365 days) of the last date of service on the ESV, starting in April 2022. For example, providers will be able to change and resubmit a submitted ESV for April 2022 services up until April 30, 2023.

Q: Can I make changes to submitted ESV's for months before April 2022?

A: No. Since you were already paid the maximum authorized amount for months submitted before April 2022, making changes to these months will not result in additional payment.

Q: If I sign into a month to check my work but don't make any changes, do I need to resubmit?

A: No, if no changes were made you do not need to resubmit the ESV. To make changes to a submitted ESV you would need to click the "Edit" button, then check any additional tasks, then save and resubmit the ESV.

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General ESV Questions:

Q: How can I get a copy of my provider's Time and Task, showing what tasks I'm authorized to provide and how frequently they can be provided?

A: For additional copies of the provider Time and Task, you should [contact the Adult Services Worker](#). Approved tasks and the frequency at which they are approved are also listed in the ESV under the “Task Description” field.

Q: Why do providers receive a paper check instead of a direct deposit?

A: Due to Medicaid billing rules, the client is the Home Help provider’s employer. Since the client is the employer and needs to sign off on payment, direct deposit is not an available option and paper dual-party checks must be used.

Q: There are many months listed on my ESV. What’s the easiest way to get to the current month?

A: If you click on the member (client) name from the ESV member list, you will automatically be taken to the current month’s ESV.

Q: What if I provide services on the day my client enters a facility?

A: Services provided on the date of a facility admission are not eligible for payment (policy bulletin [MSA 21-27](#)). However, services provided on the date of a facility discharge are eligible for payment. If your client is not in the home, you must [contact your Adult Services Worker](#) and report it.

Q: How long do I have to report if my client enters a facility?

A: You must contact your Adult Services Worker within 10 days if your client has entered a facility.

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