Individual Home Help Provider: Electronic Service Verification (ESV) Instructions

MDHHS

Michigan Department OF Health & Human Services

"Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time."

-Provider Relations

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Checklist

For anyone completing an ESV:

❑ Access CHAMPS

❑ Record Daily Tasks

❑ What to do if the client is NOT in the home

❑ Log services for multiple clients

Call the Provider Support Helpline if you need help 1-800-979-4662

MDHHS
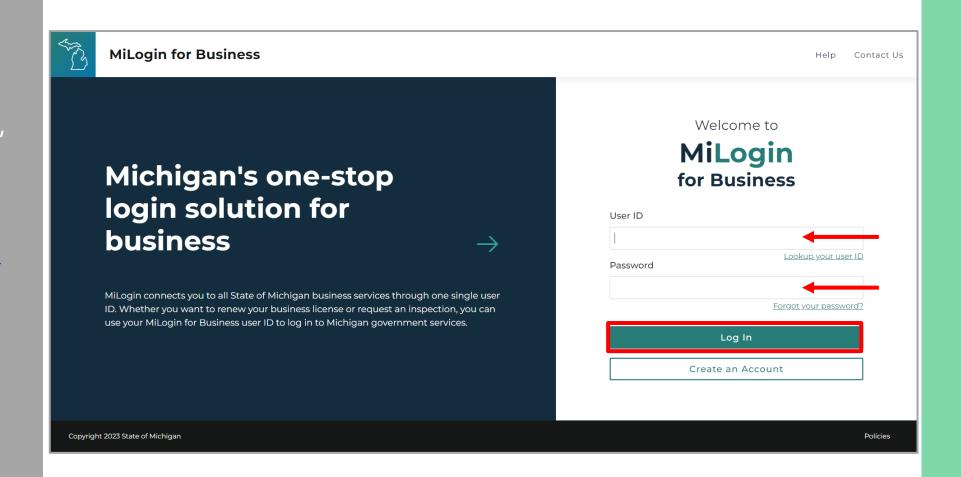Michigan Department of Health & Human Services

MiLogin and CHAMPS

MiLogin is the State of Michigan Identity, Credential, and Access Management (MICAM) solution. All users needing access to CHAMPS's information must obtain a MiLogin User ID and Password.

CHAMPS (Community Health Automated Medicaid Processing System) is the MDHHS application where providers enroll, update provider enrollment information, and report services performed.

As of October 28, 2023, MiLogin Third Party has been rebranded to MiLogin for Business.
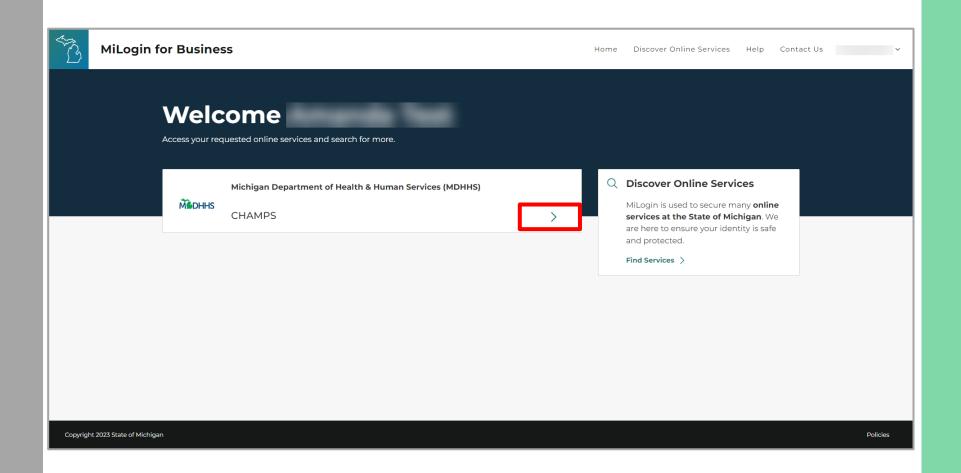
MDHHS
Michigan Department of Health & Human Services

MiLogin and CHAMPS

- Open your web browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox, etc.).
- Enter https://milogintp.Michigan.gov into the search bar.

- Enter the User ID and Password and click Login
  - If you don't remember your User ID or Password, you can select "**Lookup your User ID**" or "**Forgot your password?**"
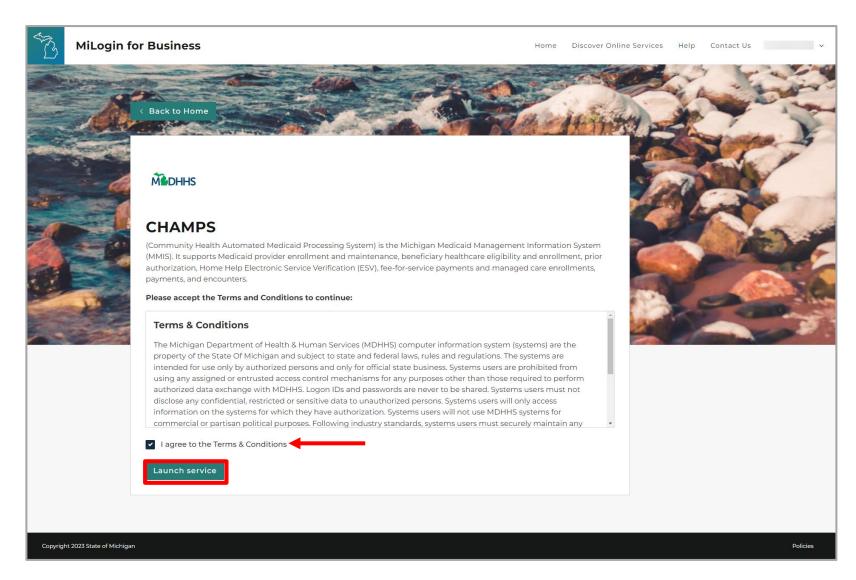
MiLogin and CHAMPS

- You will be directed to your MiLogin Welcome Page.

- Click the CHAMPS hyperlink.

MiLogin and CHAMPS

- Review the terms and conditions and check the 'I agree to the Terms & Conditions'.
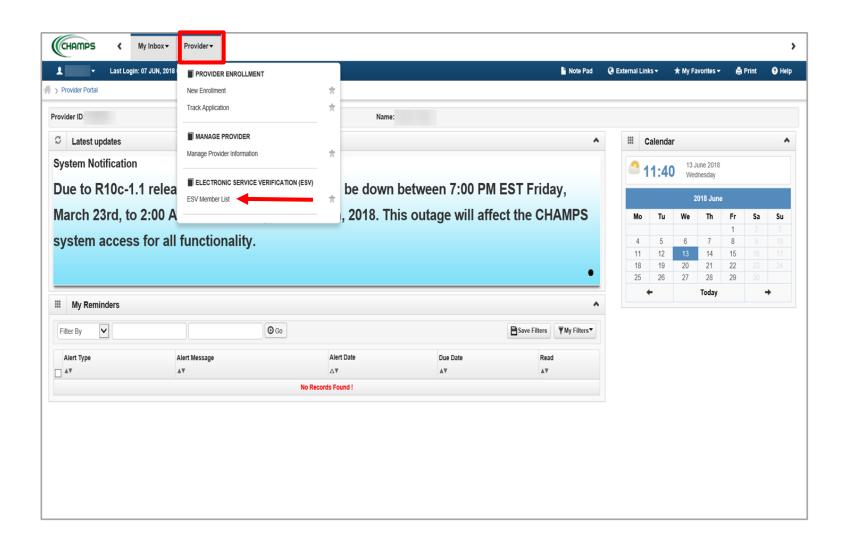
- Click Launch service.

MiLogin and CHAMPS

- The Provider ID and Name will show in the top drop-down menu

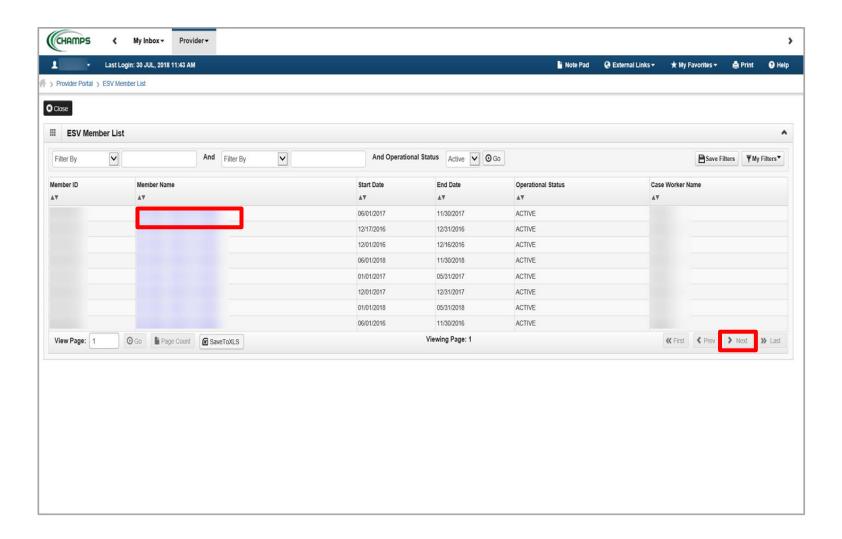- In the Select Profile drop-down menu, select Atypical Access

- Click Go

Electronic Service Verification

- In the Provider drop-down menu, click ESV Member List.

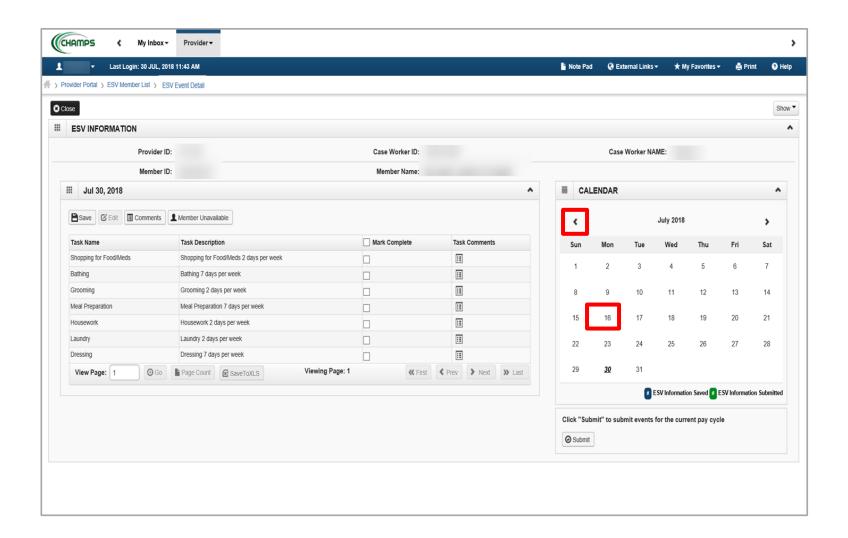# Electronic Service Verification

- Click on the Member Name you provided services for.
  - Note: Only the member names with authorization dates are listed.

- Click Next if there are additional pages listed.
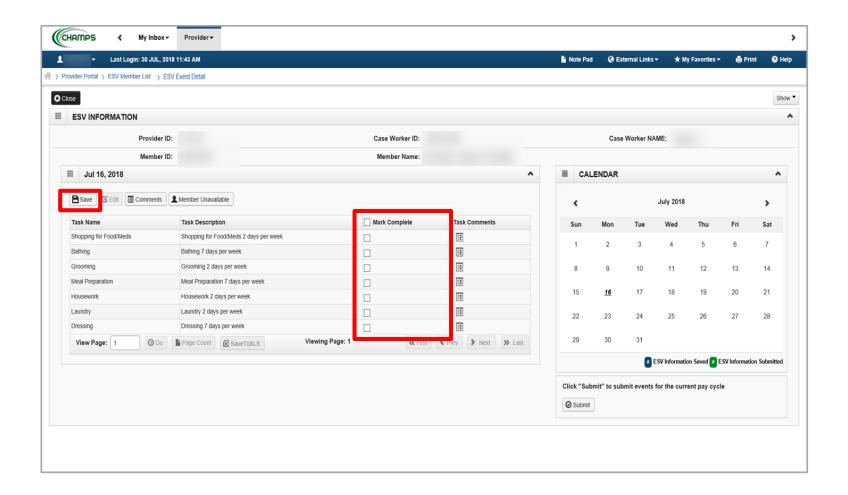
Electronic Service Verification

- Click the date on the calendar you provided services.

- Note: The log will always be on the current date when you first log on. To go back to the previous months, click on the < icon located by the Month.
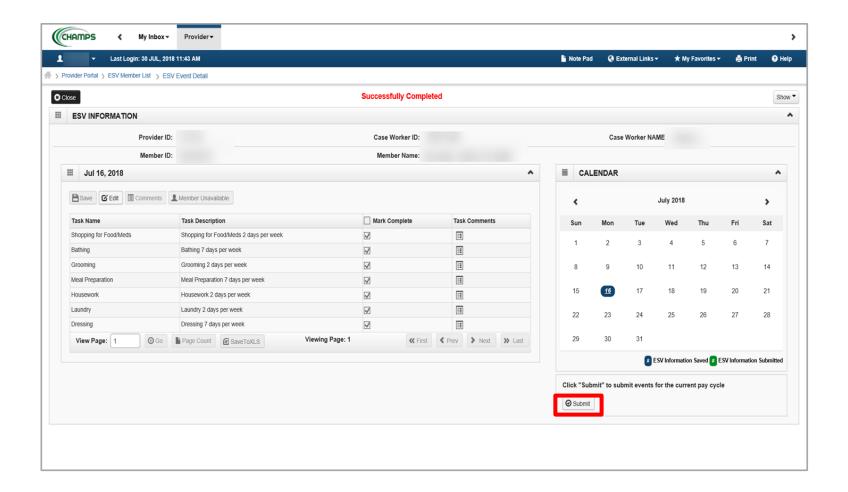
Electronic Service Verification

- Click the individual boxes for the individual services you provided or click on the **Mark Complete** box if you provided all services on that day.

- Click **Save**.

- Note: The date selected on the calendar will turn blue to indicate that the ESV information has been saved.
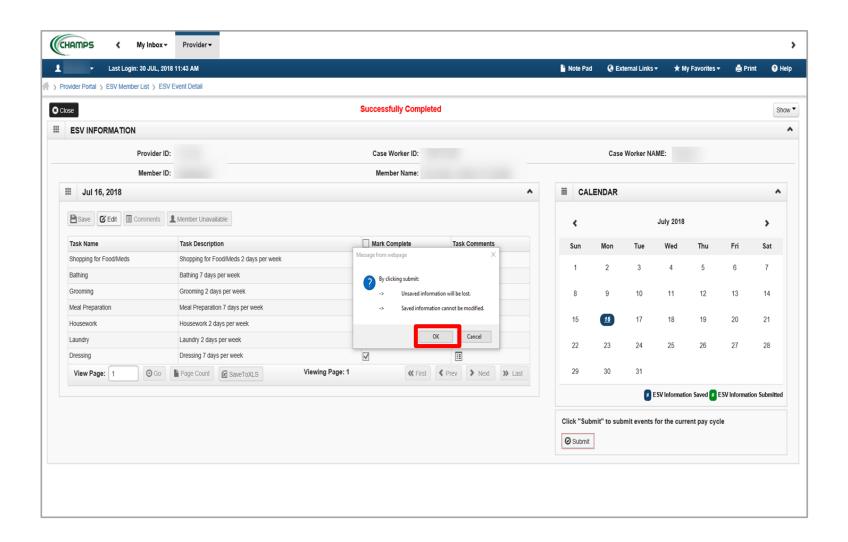
Electronic Service Verification

- Note: DO NOT submit the ESV until you have completed all services required for the entire month.
  - If a correction needs to be made, you can click Edit and Save before submitting.
  - If you have not provided services on a day that has been authorized, please contact your Adult Service Worker to adjust the authorization.
  - Once submitted you will no longer be able to make changes.
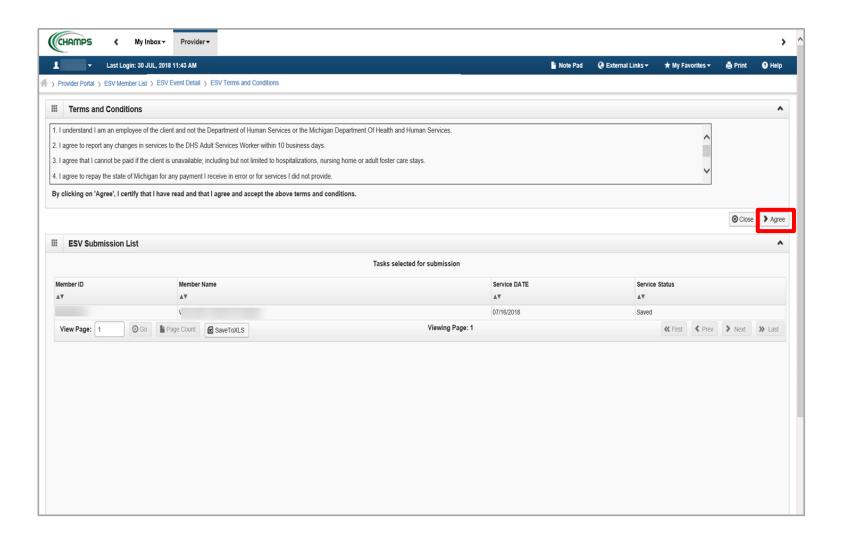
- Click Submit.

Electronic Service Verification

- A confirmation pop-up will appear, click OK to confirm submission.

Electronic Service Verification

- Read the Terms and Conditions.

- Click Agree if you acknowledge and agree.

Electronic Service Verification

- The ESV has been successfully completed.
  - Note: If you have another client, click ESV Member List. Click [here](#) for detailed information on submitting another client.

- Once you are finished completing tasks performed, log out.

Provider Resources

Home Help website: www.Michigan.gov/HomeHelp

We continue to update our Provider Resources:

CHAMPS Resources

Listserv Instructions

Agency Providers

Individual Providers

Home Help Provider Support Hotline:

ProviderSupport@Michigan.gov

1-800-979-4662

Thank you for participating in the Michigan Medicaid Program

2023