

Home Help Individual Provider Training

August 16, 2023



“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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Home Help Individual Provider Overview

A home-help individual provider is defined by MDHHS as a direct care worker or caregiver. The individual provider provides personal care services to an MDHHS Home Help beneficiary.

[Medicaid Provider Manual](#)

MILogin Reminders

- A MILogin user ID and password are required to subscribe and access the Community Health Automated Medicaid Processing System (CHAMPS) application.
- How to access:
<https://MILogintp.Michigan.gov>
- MILogin Instructions [PDF](#)
 - Register for a MILogin account
 - CHAMPS
 - Update Profile
 - Update Security Options
 - MILogin Forgot user ID and Password Instructions [PDF](#)

Michigan.gov

HELP CONTACT US

MILogin for Third Party

User ID

Password

LOGIN

Don't have an account?

SIGN UP

[Forgot your User ID?](#) [Need Help?](#) [Forgot your password?](#)

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Home Help Individual Provider Overview

Provider Enrollment Subsystem or Tab

- Provider Enrollment
 - [New Enrollment](#)
 - Track Application
- Manage Provider
 - [Manage Provider Information](#)
- Electronic Service Verification (ESV)
 - [ESV Member List](#)

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo, a user profile icon, and a 'Last Login: 06 JUN, 2023' indicator. The main content area is titled 'Provider Portal' and includes a 'Provider ID' field, a 'Name' field, and a 'My Reminders' section with a 'Filter By' dropdown. A dropdown menu is open, showing three main categories: 'PROVIDER ENROLLMENT' (with sub-items 'New Enrollment' and 'Track Application'), 'MANAGE PROVIDER' (with sub-item 'Manage Provider Information'), and 'ELECTRONIC SERVICE VERIFICATION (ESV)' (with sub-item 'ESV Member List'). To the right, there is a 'Calendar' widget showing the date '6 June 2023 Tuesday' and a calendar grid for June 2023. The calendar grid has columns for Mo, Tu, We, Th, Fr, Sa, Su and rows for dates 1-30. The current date, 6, is highlighted in blue. Below the calendar, there are navigation arrows and the text 'Today'.

Revalidation & Modification

All providers are required to revalidate their Medicaid enrollment information a minimum of once every five years, or more often if requested by MDHHS.

Providers must notify MDHHS within 35 days of any change to their enrollment information. Please note updating or changing CHAMPS information is also referred to as a CHAMPS modification.

Revalidation

- Required steps must be completed during revalidation.
- Revalidation
 - [Revalidation Instructions](#)
 - [Quick Reference Guide](#)
- Individual instructions for each revalidation step, along with brief video tutorials, can be found on the Home Help website, on the Individual Provider page, under [CHAMPS Instructions & Information](#)

CHAMPS My Inbox Provider

Last Login: 06 JUL, 2023 01:17 PM

Provider ID: Name:

Close Undo Update

Please update all steps to complete your revalidation process

View/Update Provider Data - Atypical Individual

Business Process Wizard - Provider Data Modification (Atypical Individual).

Step	Required	Last Modification Date	Last Review Date	Status	Modification Status	Step Remark
<input type="checkbox"/> Step 1: Provider Basic Information	Required	04/01/2022	04/05/2022	Incomplete		
<input type="checkbox"/> Step 2: Locations	Required	04/01/2022	04/05/2022	Incomplete		
<input type="checkbox"/> Step 3: Specialties	Required	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 4: Associate Billing Provider/Other Associations	Optional	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 5: License/Certification/Other	Optional	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 6: Mode of Claim Submission/EDI Exchange	Optional	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 7: Associate Billing Agent	Optional	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 8: Taxonomy Details	Optional	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 9: View Servicing Provider Details	Optional	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 10: Associate MCO Plan	Optional	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 11: 835/ERA Enrollment Form	Optional	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 12: Upload Documents	Optional	11/04/2020	11/04/2020	Incomplete		
<input type="checkbox"/> Step 13: Complete Modification Checklist	Required	04/01/2022	04/05/2022	Incomplete		
<input type="checkbox"/> Step 14: Submit Modification Request for Review	Required	04/01/2022	04/05/2022	Incomplete		

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Revalidation

- Within step 1: Provider Basic Information providers can view their current Revalidation Period.
- Revalidation
 - [Revalidation Instructions](#)
 - [Quick Reference Guide](#)

The screenshot displays the CHAMPS Provider Portal interface. The main content area shows the 'Provider Details' form for an 'Atypical Individual'. The 'Revalidation Period' is highlighted with a red box and shows the date range 05/01/2023-07/31/2023. The form includes the following fields and sections:

- Provider Details:**
 - First Name: [Text Field] *
 - Last Name: [Text Field] *
 - Suffix: [Dropdown]
 - SSN: [Text Field]
 - Date of Birth: [Text Field] *
 - Middle Initial: [Text Field]
 - Gender: [Dropdown]
 - Vendor ID: [Text Field]
 - Applicant Type: Atypical Individual/Sole Proprietor
 - Business Status: Active
 - Status: Approved
 - Business Elig. Date Range: 10/29/2020-12/31/2999
 - Revalidation Period: 05/01/2023-07/31/2023
 - EIN/TIN: [Text Field]
 - Legal Entity Name: [Text Field]
 - Contact Email Address: [List of 6 Email Fields]
- Home Address Details:**
 - Address Line 1: [Text Field] *
 - Address Line 2: [Text Field]
 - Address Line 3: [Text Field]
 - City/Town: [Text Field] *
 - State/Province: [Dropdown] *
 - County: [Dropdown]
 - Country: [Dropdown] *
 - Zip Code: [Text Field] * - [Text Field]
 - Validate Address: [Button]

Modification

- Correspondence and Location addresses must be updated in CHAMPS
 - Address Modification Instructions - [PDF](#)
- Pay To Address Change Instructions - [PDF](#)
 - To update the Pay to address currently on file in CHAMPS, send a letter with the following information:
 - Attention: Provider Enrollment.
 - I want to change my CHAMPS “Pay To” Address.
 - The updated/changed Address.
 - The CHAMPS Provider ID and Phone Number.
 - Sign and date the letter.
 - Email to MSAHomeHelpProviders@michigan.gov

Electronic Service Verification (ESV) & Payment

Once services have been authorized and provided providers can submit a monthly Electronic Service Verification (ESV) either in CHAMPS or using the [MyCare Visit Application](#).

Payments can be released when authorizations are in the system, the beneficiary is eligible, and an ESV has been submitted.

ESV Member List

- CHAMPS ESV Instructions [PDF](#)
 - For April 2022 ongoing [PDF](#), [Recording](#), [FAQ](#)
 - Quick Reference Guide [PDF](#)
- The ESV member list displays the beneficiaries/clients that have been authorized to the Individual home help provider.
 - To view additional beneficiaries/clients that are authorized click the 'Next' button.

CHAMPS

My Inbox Provider

Last Login: 06 JUL, 2023 01:17 PM

Note Pad External Links My Favorites Print Help

Provider Portal ESV Member List

Close

ESV Member List

Filter By And Filter By And Operational Status Active Go Save Filters My Filters

Member ID	Member Name	Start Date	End Date	Operational Status	Case Worker Name
		03/01/2023	04/30/2023	ACTIVE	
		02/15/2023	02/28/2023	ACTIVE	
		02/01/2023	02/09/2023	ACTIVE	
		01/23/2023	01/31/2023	ACTIVE	
		12/01/2022	12/28/2022	ACTIVE	
		11/01/2022	11/30/2022	ACTIVE	
		08/01/2022	10/31/2022	ACTIVE	
		07/09/2022	07/31/2022	ACTIVE	
		07/01/2022	07/04/2022	ACTIVE	
		06/01/2022	06/30/2022	ACTIVE	

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ESV Member List

- The calendar will display tasks that have been saved, shown in blue, and what has been submitted, shown in green.
- To edit already submitted tasks click the 'Edit' button.
- [Instructions on how to edit a saved ESV.](#)

CHAMPS

My Inbox Provider

Last Login: 13 JUL, 2023 06:50 AM

Note Pad External Links My Favorites Print Help

Provider Portal > ESV Member List > ESV Event Detail

Close Show

ESV INFORMATION

Provider ID: Revalidation Period: 04/01/2026-06/30/2026 Case Worker ID: Case Worker NAME: ESV Monthly Detail
ESV Monthly Summary Report

Member ID: Member Name:

Jul 13, 2023

Save Edit Comments Member Unavailable

Task Name	Task Description	Mark Complete	Task Comments
Travel For Shopping	Travel For Shopping 2 days per week	<input type="checkbox"/>	
Bathing	Bathing 3 days per week	<input checked="" type="checkbox"/>	
Transferring	Transferring 4 days per week	<input checked="" type="checkbox"/>	
Dressing	Dressing 7 days per week	<input checked="" type="checkbox"/>	
Mobility	Mobility 4 days per week	<input type="checkbox"/>	
Medication	Medication 7 days per week	<input type="checkbox"/>	
Laundry	Laundry 2 days per week	<input type="checkbox"/>	
Housework	Housework 7 days per week	<input type="checkbox"/>	
Shopping for Food/Meds	Shopping for Food/Meds 2 days per week	<input type="checkbox"/>	
Grooming	Grooming Twice per month	<input type="checkbox"/>	
Meal Preparation	Meal Preparation 7 days per week	<input type="checkbox"/>	

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CALENDAR

July 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

ESV Information Saved ESV Information Submitted

Click "Submit" to submit events for the current pay cycle

Submit

ESV Member List: Monthly Summary Report

- After selecting the monthly summary report the month or portion of the month of services will be displayed.
- Providers can review which tasks have been previously saved or submitted for the month.

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo, a 'My Inbox' dropdown, and a 'Provider' dropdown. Below this is a dark blue header with a user profile icon, the text 'Last Login: 13 JUL, 2023 06:50 AM', and utility icons for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. A breadcrumb trail shows the path: 'Provider Portal > ESV Member List > ESV Event Detail > ESV Monthly Summary'. The main content area is titled 'ESV INFORMATION' and contains search filters for 'Provider ID', 'Case Worker ID', 'Case Worker NAME', 'Member ID', and 'Member Name'. Below the filters is a calendar for 'July, 2023' with a grid of dates from Jul 01 to Jul 31. The grid lists various tasks with checkmarks indicating completion or submission for specific dates.

	Jul 01	Jul 02	Jul 03	Jul 04	Jul 05	Jul 06	Jul 07	Jul 08	Jul 09	Jul 10	Jul 11	Jul 12	Jul 13	Jul 14	Jul 15	Jul 16	Jul 17	Jul 18	Jul 19	Jul 20	Jul 21	Jul 22	Jul 23	Jul 24	Jul 25	Jul 26	Jul 27	Jul 28	Jul 29	Jul 30	Jul 31
Dressing				✓									✓																		
Grooming				✓					✓																						
Medication									✓																						
Mobility			✓		✓							✓																			
Shopping for Food/Meds							✓				✓																				
Travel For Shopping																															
Bathing				✓	✓	✓							✓																		
Meal Preparation		✓							✓																						
Housework			✓																												
Laundry						✓	✓				✓	✓																			
Transferring				✓									✓																		

Payment

- [Home Help Payment Schedule 2023](#)
- [Click here for a map of county offices](#)

- If your logged services are not received by MDHHS by 1 pm on ANY Friday it will delay your payment by an additional week.
- Allow ten days from the issue date to allow the postal service to deliver your payment in the mail. If you didn't get your payment or the payment was lost, you will need to contact the Adult Services Worker.
- If your payment has been canceled, allow six weeks for the Adult Services Worker to determine if payment will be reissued.

Electronic Visit Verification (EVV)

Learn More About EVV in Michigan by visiting [Electronic Visit Verification \(michigan.gov\)](https://michigan.gov/electronic-visit-verification)

Electronic Visit Verification (EVV)

Learn More About EVV

- [Stakeholder and Partner Meetings](#)
- [21st Century Cures Act](#)
- [Definitions](#)
- [Impacted Programs](#)
- [Privacy](#)

To receive email alerts and notifications sign up for the [EVV Listserv](#)

Your questions and feedback regarding EVV are encouraged. Please send us your questions or provide feedback

Email: MDHHS-EVV@Michigan.gov

What is EVV?

- Electronic Visit Verification (EVV) is a validation of the date, time, location, type of personal care or home health care services provided, and individual(s) providing and receiving services. This information helps to ensure that beneficiaries, clients, or participants receive the expected care.

EVV in Michigan

- The Michigan Department of Health and Human Services (MDHHS) awarded a \$11.3 million, five-year IT contract to HHAeXchange to provide an EVV system that includes data collection, data aggregation, and a pre-billing module to support MDHHS and its providers. [Press Release: MDHHS Launching Electronic Visit Verification System.](#)

A timeline of when EVV will be rolled out in Michigan has not been established yet. MDHHS will continue to keep caregivers, providers, and beneficiaries informed of all EVV updates and changes.

No action is required at this time.

Provider Resources



Learn more about the benefit changes and how you could be impacted by visiting www.Michigan.gov/2023BenefitChanges



MDHHS Home Help website: www.Michigan.gov/HomeHelp



MDHHS has partnered with GetSetUp to provide hundreds of live online classes with multiple topics including technology www.getsetup.io/category/technology



Contact Us

Email: ProviderSupport@Michigan.gov

Phone: 1-800-979-4662



Thank you for participating in the Michigan Medicaid Program