

Electronic Service Verification (ESV) Changes

CHANGES ARE COMING SOON TO ESV	CORRECTING / RESUBMITTING AN ESV
<p>March 1, 2022, MDHHS issued Policy Bulletin HASA 22-05, “Electronic Service Verification Changes Affecting Payment.”</p> <p>Effective with Home Help services provided on and after April 1, 2022, Home Help providers who use the Electronic Service Verification (ESV) will only be paid for:</p> <ul style="list-style-type: none"> • Tasks provided, checked, and submitted on an ESV. • Travel time spent on laundry and/or shopping which are checked and submitted on an ESV (note: these tasks will be added to the ESV in April 2022). <p>Training materials will be available for providers prior to this change. To register for scheduled trainings or view materials as they become available, please go to www.Michigan.gov/HomeHelp and navigate to the Final Steps section under the Individual Providers page.</p>	<p>Along with this change, Home Help individual providers will also be able to correct and resubmit ESV’s.</p> <p>A provider who forgets to check a task provided or travel time before submitting an ESV will be able to:</p> <ul style="list-style-type: none"> • Reopen the ESV, • Check the missed task(s) and/or travel time, then • Resubmit the ESV within 365 days of the last date of service on the ESV. <p>MDHHS will issue a separate payment for any eligible tasks or travel time added to the ESV. Providers will be able to remove any tasks in the current month before submitting an ESV.</p> <p>If an ESV is submitted with tasks checked that weren’t provided, the provider must contact the Home Help client’s Adult Services Worker (ASW) with a list of tasks and/or travel time that were submitted incorrectly.</p>

WHAT YOU CAN DO AT THIS TIME:

To ensure correct payment going forward and to prepare in advance for these changes, MDHHS encourages Individual Providers who submit ESVs to:

1. Ensure all services which have been provided to the beneficiary are checked on each month's ESV.
2. Ensure the daily services checked on each month's ESV are accurate prior to submitting the ESV.
3. Sign up for [Listserv](#), a free e-mail service that sends e-mails directly to your inbox with important updates for your provider type.
4. Bookmark and check the Home Help Provider website (www.Michigan.gov/HomeHelp) regularly for updates.

Detailed, step-by-step instructions for how to submit an ESV can be found under the [Individual Providers](#) link on the [Home Help Provider](#) website by navigating to the [Final Steps](#) link. **Please note:** these materials show how to currently submit an ESV and will be updated as training is developed for the upcoming ESV Payment changes.

It is extremely important that all Home Help providers ensure their contact information is correct in CHAMPS, as MDHHS will send important information to providers using the email and/or correspondence address entered in CHAMPS. For information about how to update information in CHAMPS, please visit the [CHAMPS Instructions & Information](#) link under the Individual Providers page on the Home Help Provider website.

For additional assistance, please contact Provider Support at 1-800-979-4662 or by e-mail at ProviderSupport@Michigan.gov.