

MEDICAID POLICY INFORMATION SHEET

Policy Analyst: Lori Brown

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Initial

Public Comment

Final

Brief description of policy:

This policy changes the Community Health Automated Medicaid Processing System (CHAMPS) Electronic Service Verification (ESV) requirements for individual caregivers. Currently, an individual caregiver receives payment after submission of an ESV without additional checks being conducted. With this policy change, future payments will be based on the tasks the individual caregiver documents on the ESV and not solely on the submission of the ESV.

Reason for policy (problem being addressed):

This policy resolves a repeat audit finding by ensuring an individual caregiver cannot be paid for more services than those documented on the individual caregiver's ESV.

Budget implication:

- budget neutral
- will cost MDHHS \$ _____, and (select one) budgeted in current appropriation
- will save MDHHS \$ 12 million.

Is this policy change mandated per federal requirements?

42 U.S.C. 1396(a)(27)(A) requires MDHHS to have agreements with providers that require them to agree to "keep such records as are necessary fully to disclose the extent of the services provided to individuals receiving assistance under the State plan...."

Does policy have operational implications on other parts of MDHHS?

Adult services workers (ASWs) and the Atypical Provider Support call center may see an increase in payment inquiries and requests for help with properly completing the ESV. ASWs may also see an increase in payment authorizations for individual caregivers who submit corrected ESVs.

Does policy have operational implications on other departments?

DTMB is currently facilitating the CHAMPS systems changes needed to implement the policy.

Summary of input:

- controversial to some individual caregivers who may be concerned with the potential to receive reduced payments if not all authorized tasks are documented on the ESV.
- acceptable to most/all groups
- limited public interest/comment

Supporting Documentation:

State Plan Amendment Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Public Notice Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If Yes, please provide status:	If yes, Submission Date:
<input type="checkbox"/> Approved <input type="checkbox"/> Pending <input type="checkbox"/> Denied	
Date: Approval Date:	

DRAFT FOR PUBLIC COMMENT Michigan Department of Health and Human Services		
	Project Number: 2149-HH	Date: December 17, 2021

Comments Due: January 21, 2022
Proposed Effective Date: April 1, 2022
Direct Comments To: Lori Brown
Address:
E-Mail Address: Brownl35@michigan.gov
Phone: 517-241-1852 **Fax:**

<p>Policy Subject: Electronic Service Verification Changes Affecting Payment</p> <p>Affected Programs: Medicaid, Healthy Michigan Plan</p> <p>Distribution: Home Help Individual Caregivers</p> <p>Summary: This bulletin changes the Community Health Automated Medicaid Processing System (CHAMPS) Electronic Service Verification (ESV) requirements for individual caregivers. Currently, an individual caregiver receives payment after submission of an ESV without additional checks being conducted. With this policy change, future payments will be based on the tasks the individual caregiver documents on the ESV and not solely on the submission of the ESV.</p> <p>Purpose: This policy resolves a repeat audit finding by ensuring an individual caregiver cannot be paid for more services than those documented on the individual caregiver's ESV.</p> <p>Cost Implications: Anticipated savings of \$12 million.</p> <p>Potential Hearings & Appeal Issues: Individual caregivers who submit incomplete ESVs may appeal reduction in payment.</p>
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State Plan Amendment Required: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, date submitted:	Public Notice Required: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Submitted date:
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Tribal Notification: Yes No - **Date:**

THIS SECTION COMPLETED BY RECEIVER

<input type="checkbox"/> Approved	<input type="checkbox"/> No Comments
<input type="checkbox"/> Disapproved	<input type="checkbox"/> See Comments Below
	<input type="checkbox"/> See Comments in Text

Signature:	Phone Number
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Signature Printed:

Bureau/Administration <i>(please print)</i>	Date
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Proposed Policy Draft

Michigan Department of Health and Human Services
Health and Aging Services Administration

Distribution: Home Help Individual Caregivers

Issued: March 1, 2022 (Proposed)

Subject: Electronic Service Verification Changes Affecting Payment

Effective: April 1, 2022 (Proposed)

Programs Affected: Medicaid, Healthy Michigan Plan

The purpose of this bulletin is to inform Home Help individual caregivers of a change in the Community Health Automated Medicaid Processing System (CHAMPS) Electronic Service Verification (ESV) that may affect their payments. Effective April 1, 2022, the ESV will be updated to include travel time for laundry and shopping; allow Home Help individual caregivers to correct and resubmit the ESV; and base Home Help payments on the tasks checked on the ESV.

Effective April 1, 2022, Home Help individual caregivers will **ONLY** be paid for:

- The tasks they provide **and check on the ESV.**
- Travel time they spend on laundry and/or shopping **and check on the ESV.**

Correcting the ESV

Adding Provided Tasks to the ESV

A Home Help individual caregiver who forgets to check a task(s) they provided or travel time they incurred before submitting the ESV may still be eligible for payment for these services. The Home Help individual caregiver must reopen the ESV, check the missed task(s) and/or travel time, then resubmit the ESV. MDHHS will issue a separate payment for the eligible tasks and/or travel time the Home Help individual caregiver added to the ESV.

To be eligible for payment, tasks must be added and the ESV re-submitted **within 365 days** of the last date of service on the ESV. **NOTE:** If a Home Help individual caregiver receives a retroactive authorization for services and needs additional time to re-submit the ESV, they must contact the client's adult services worker (ASW).

Removing Tasks from the ESV That Were Checked but Not Provided

The ESV must include only the tasks the Home Help individual caregiver provided and can be corrected to remove tasks that were checked in error.

The Home Help individual caregiver can only remove tasks from the ESV **during** the current month and **before** submitting the ESV. For previous months, the Home Help individual caregiver must provide the Home Help client's ASW with a list of tasks and/or travel time on the ESV that need to be removed. The ASW will use the information to recoup payment for services the Home Help individual caregiver did not provide.

NOTE: This policy change does not impact Home Help individual caregivers who qualify for the use of the Paper Service Verification (PSV).