

# MEDICAID POLICY INFORMATION SHEET

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Initial

Public Comment

Final

## Brief description of policy:

This bulletin provides guidance on logging Home Help services in an Electronic Visit Verification (EVV) system when the services are provided outside the Home Help client's permanent, primary residence.

## Reason for policy (problem being addressed):

Based on Home Help provider inquiries, the Home Help program has identified a need to clearly define when a caregiver must select "Home" or "Community" in an EVV mobile application. This policy will a) ensure EVV policy and procedure align with definitions of service settings in Home Help policy, b) ensure caregivers can successfully meet the "location of service delivery" requirement in the 21st Century Cures Act and c) help reduce fraud, waste and abuse.

## Budget implication:

budget neutral

will cost MDHHS \$ , and (select one) budgeted in current appropriation

will save MDHHS \$

## Is this policy change mandated per federal requirements?

Yes, this policy is one of a suite of EVV policies mandated by Section 12006 of the 21st Century Cures Act.

## Does policy have operational implications on other parts of MDHHS?

Yes, Adult Services staff who administer the Home Help program will need to approve the locations of allowable community visits and Home Help clients' secondary addresses. EVV Enterprise Portal staff will need to add approved secondary addresses to Home Help individual caregivers' portals. The Provider Relations Section will need to provide policy support and education to Home Help individual caregivers through the Atypical Provider Support hotline and provider outreach.

## Does policy have operational implications on other departments?

No.

## Summary of input:

controversial (Explain)

acceptable to most/all groups

limited public interest/comment

## Supporting Documentation:

State Plan Amendment Required:  Yes  No

If Yes, please provide status:

Approved

Pending

Denied

Date:

Approval

Date:

Public Notice Required:  Yes  No

If yes,

Submission Date:

|  |                                |                             |
|--|--------------------------------|-----------------------------|
| <b>DRAFT FOR PUBLIC COMMENT</b><br><br><b>Michigan Department of Health and Human Services</b> |                                |                             |
|  | <b>Project Number:</b> 2514-HH | <b>Date:</b> April 22, 2025 |

**Comments Due:** May 27, 2025  
**Proposed Effective Date:** August 1, 2025  
**Direct Comments To:** Lori Brown  
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|   |
|---|
| <p><b>Policy Subject:</b> Electronic Visit Verification (EVV) Requirements for Services Provided Outside the Home Help Client's Home</p> <p><b>Affected Programs:</b> Medicaid, Healthy Michigan Plan</p> <p><b>Distribution:</b> Home Help Providers</p> <p><b>Summary:</b> This bulletin provides guidance on logging Home Help services in an Electronic Visit Verification (EVV) system when the services are provided outside the Home Help client's permanent, primary residence.</p> <p><b>Purpose:</b> Based on Home Help provider inquiries, the Home Help program has identified a need to clearly define when a caregiver must select "Home" or "Community" in an EVV mobile application. This policy will a) ensure EVV policy and procedure align with definitions of service settings in Home Help policy, b) ensure caregivers can successfully meet the "location of service delivery" requirement in the 21<sup>st</sup> Century Cures Act and c) help reduce fraud, waste and abuse.</p> <p><b>Cost Implications:</b> Budget Neutral</p> <p><b>Potential Hearings &amp; Appeal Issues:</b> None anticipated</p> |
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| <b>State Plan Amendment Required:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/><br><b>If yes, date submitted:</b> | <b>Public Notice Required:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/><br><b>Submitted date:</b> |
|---|--|

**Tribal Notification:** Yes  No  - **Date:**

**THIS SECTION COMPLETED BY RECEIVER**

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

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|-------------------|---------------------|
| <b>Signature:</b> | <b>Phone Number</b> |
|-------------------|---------------------|

**Signature Printed:**

|  |             |
|--|-------------|
| <b>Bureau/Administration</b> <i>(please print)</i> | <b>Date</b> |
|--|-------------|

# Proposed Policy Draft

Michigan Department of Health and Human Services  
Health Services

**Distribution:** Home Help Providers

**Issued:** July 1, 2025 (proposed)

**Subject:** Electronic Visit Verification (EVV) Requirements for Services Provided Outside the Home Help Client's Home

**Effective:** August 1, 2025 (proposed)

**Programs Affected:** Medicaid, Healthy Michigan Plan

This bulletin provides guidance on logging Home Help services in an Electronic Visit Verification (EVV) system when the services are provided outside the Home Help client's home. The client's home is defined as their permanent, primary address.

**This bulletin only applies to Home Help services logged in an EVV mobile application. Policy for other EVV methods will be issued at a later date.**

A client may receive Home Help services at a location other than their home when approved to meet their care needs. Home Help services outside the client's home must be logged in the State of Michigan-sponsored EVV system, HHAeXchange, or another EVV system that meets state requirements. Home Help providers using another EVV system must ensure its mobile application is able to a) capture services provided in the community or a secondary address and b) send this information to HHAeXchange.

## Community Visit

When logging a visit that both starts and stops in the community, a caregiver using the HHAeXchange+ mobile application must select "Community" as the Service Delivery Location.

Home Help services in the community are limited to:

- Shopping for food and medications.
- Washing clothes outside the client's home.
- Providing services at the client's workplace.
- Providing services during a client's stay in a location other than their home when the stay is **less than 30 consecutive days**. Common examples include a vacation or a client's stay at a family member's home.

The client or their designee must share the address of the location with the client's Michigan Department of Health and Human Services (MDHHS) Adult Services Worker (ASW). This should happen before services are provided at the location.

### **Secondary Address**

When logging a visit that starts and stops at a secondary address, a caregiver using the HHAeXchange+ mobile application must select "Home" as the Service Delivery Location.

A caregiver must use an approved secondary address when Home Help services are provided:

- To a client living at an address other than their home while attending a college, university, trade school or other educational setting.
- During a client's stay at an allowable location when the stay is **30 consecutive days or longer**. For more information on allowable locations, see the Service Setting Section in the Home Help chapter of the [MDHHS Medicaid Provider Manual](#).

The client or their designee must share the address of the location with the client's ASW. This should happen before the date services are provided at the location.

### **Current Home Help Billing Policy**

The policy in this bulletin does not change the current Home Help billing procedure. All Home Help providers must continue to submit the Electronic Service Verification (ESV), Paper Service Verification (PSV) or Form MSA-1904, Home Help Agency Invoice, for payment until further notice.