OVERVIEW

Individuals may send a referral for Home Help services by phone, mail, fax, or in person and referrals must be entered on the Michigan Adult Integrated Management System (MiAIMS) upon receipt. The referral source does not have to be the individual in need of the services.

Referral Registration

The taking of a referral for the Home Help program involves four steps:

1. Enter known information about the client into the *Quick or Advanced Search* in MiAIMS. The client search will provide one of three results:

   - No matching record found.
   - One result. One result will open the case in a 360 screen.
   - More than one result. More than one result lists possible matches to the client.

   In all three search results, add a new referral by clicking the *Add New Client/Add Referral* button under the *Client Action* section on MiAIMS.

2. Enter basic client information and demographics in the *Client Information* tab in MiAIMS.

3. Complete the *Referral Information* in MiAIMS by entering the referral date and time, source, and basic need for services.

   Note: If the referral date or time in MiAIMS is not the actual receipt of the referral, the date and time must be adjusted in MiAIMS.

4. Complete a Bridges search for eligibility, correct Medicaid, and appropriate program enrollment type (PET) code or benefit plan (BP). Upon saving a referral in MiAIMS a log referral ID number is generated.

Case Assignment and Disposition

The supervisor or their designee assigns the pending referral to the adult services worker (ASW) using the *Assign Worker* button under the *Case Action* section in MiAIMS.

Documentation

An introduction letter must be sent to all Home Help applicants. If the DHS-390, Adult Services Application, and the MDHHS-6200, Adult Services Medical Needs Certification form is not received at the time of the referral, the forms must be sent to the applicant. The introduction letter allows the client 21-calendar days to return any missing documentation to the local office.

Note: The Home Help introduction letter does **not** serve as adequate notification if Home Help services are denied. The ASW must send the client a DHS-1212-A, Adequate Negative Action Notice; see ASM 150, Notification of Eligibility Determination.

Standard of Promptness (SOP)

The ASW must determine eligibility within the 45-day standard of promptness, which begins the day after the referral is received and entered on MiAIMS. The referral date entered on MiAIMS must be the date the referral was received in the local office. The computer system calculates 45 days, beginning the day after the referral date and counting 45-calendar days. If the due date falls on a weekend or holiday, the due date is the next business day.

When a signed DHS-390 or a MDHHS-6200 serves as the initial request for services, the referral date must be the date the form was received in the local office.

Note: Verbal attestation of the DHS-390, Adult Services Application, is acceptable during the COVID-19 Public Health Emergency from 04/01/2020 through 05/11/2023.

After receiving the assigned referral, the ASW gathers information through an assessment, contacts, etc. and decides to approve or deny the referral; see ASM 115, Adult Services Requirements.

REFERENCES

See ASM 115, Adult Services Requirements.

See ASM 150, Notification of Eligibility Determination.

Contact

For questions contact MDHHS-Home-Help-Policy@michigan.gov.