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## OVERVIEW

The Home Help program is administered by the Michigan Department of Health and Human Services (MDHHS). This program provides personal care services to individuals who need hands-on assistance with Activities of Daily Living (ADLs) and assistance with Instrumental Activities of Daily Living (IADLs) including tasks for travel time for shopping and/or laundry. These tasks are approved by the Adult Services Worker (ASW).

The 21st Century Cures Act, enacted by the United States Congress in December 2016, added Section 1903(i) to the Social Security Act to require all states to use Electronic Visit Verification (EVV) for personal care services (PCS).

### **Electronic Visit Verification (EVV)**

Electronic visit verification is a technology-based validation of personal care services that is required when a caregiver begins or ends a visit in the client's home. Individual and agency caregivers must clock in at the beginning and clock out at the end of each visit using a smart device or landline telephone.

The EVV system captures six data elements to validate visits for personal care services. It must include:

- Type of service performed.
- Person receiving the service.
- Date of service.
- Location of service.
- Individual providing the service.
- Time the service begins and ends.

#### ***Mobile Application***

The mobile application can be downloaded to a client-owned, caregiver-owned, or employer-issued smart phone or GPS-enabled tablet. The caregiver will use the device to clock in at the start of the Home Help services and clock out at the end of the Home Help services. This is the preferred method for reporting EVV information.

#### ***Interactive Voice Response (IVR) Landline Option***

An IVR or landline option will be available for caregivers who are unable to submit an EVV record using a smart device.

The landline option is available for clients and providers that do not have access to the internet or a smart device. The landline option involves the use of the client's landline to record their EVV visit.

### ***Implementation Dates***

The dates when Home Help providers must begin using EVV are as follows:

- **Home Help Agency Providers** - July 1, 2024.
- **Home Help Individual Caregivers** - September 3, 2024.

Home Help providers must continue to use their current services verification methods. Payments will continue to be based on an electronic service verification (ESV), a paper service verification (PSV), or a MSA-1904, Home Help Agency Invoice; see [ASM 144, Verification of Services Provided](#).

## **Personal Care Services Outside of the Home**

Home Help clients may receive personal care services at a location other than their home when approved to meet their care needs. Services provided outside of the home must be accurately logged in the EVV system.

### **Community Visits**

Home Help caregivers using the state-sponsored mobile application must select *Community* to log visits that start and stop in the community. A *Community* visit is one of the following:

- Shopping for food and medications.
- Washing clothes outside of the home.
- Providing services at the client's workplace.
- Providing services during a temporary absence from the home that is less than 30 consecutive days. [See ASM, 156 Temporary Absence From the Home](#).

### **Secondary Address**

Home Help clients who receive services at a location other than their home or community, should have the secondary address added to the EVV system. The Home Help client or caregiver may initiate the request for a secondary address and must notify their adult services worker if services are provided at a secondary

address. When caregivers are using the state-sponsored mobile application, they must use the "home" option to log visits that start and stop at an approved secondary address.

A secondary address should be used for the following situations:

- College students living at an address other than their permanent, primary address.
- Temporary absence from the home that is 30 consecutive days or more. [See ASM, 156 Temporary Absence from the Home.](#)

When a secondary address is used for personal care services, the ASW must document all relevant information in the MiAIMS Plan of Care. See [ASM 130, Plan of Care.](#)

## Live-In Caregiver Exemption

Live-in caregivers employed by the Home Help client or agency provider are exempt from using EVV. Exemptions must be approved by the Michigan Department of Health and Human Services (MDHHS).

A caregiver must meet all the following criteria to qualify for the EVV live-in caregiver exemption:

- The caregiver lives in the same home as the client; and
- The home is the caregiver's permanent and primary residence.

### ***Exemption Process for Live-In Caregivers***

The live-in caregiver must complete the BPHASA-2421, Live-In Caregiver Attestation. The ASW must view at least two of the following documents as proof of residency for the caregiver. Proof of residency must include the live-in caregiver's name and current home address. The following list is acceptable:

- Valid Michigan driver's license.
- Valid Michigan state identification.
- Utility bill or credit card bill issued within the last 90days.

- Account statement from a bank or other financial institution issued within the last 90 days.
- Mortgage, lease, or rental agreement (lease and rental agreements must include the landlord's telephone number).
- Pay stub or earnings statement issued within the last 90 days.
- Life, health, auto, or home insurance policy.
- Michigan title and registration.
- Federal, state, or local government documents, such as receipts, licenses, or assessments.

The BPHASA-2421 must be completed with caregivers who live with their client at the initial assessment and at every six-month review and any time the client and caregiver have a change in address.

When the caregiver no longer lives with the client, the caregiver must report this to MDHHS. The caregiver must begin using EVV immediately upon moving out of the shared residence; see [ASM 135, Home Help Caregivers](#).

When the Home Help agency provider finds that the caregiver no longer lives with the client, they must notify MDHHS; see [ASM 136, Agency Providers](#) for reporting requirements.

The ASW is responsible for:

- Approving or denying the individual as a live-in caregiver within ten business days from receipt of the form.
- Signing the BPHASA-2421, Live-In Caregiver Attestation.
- Retaining the BPHASA-2421, Live-In Caregiver Attestation.
- Sending a copy of the approved or denied BPHASA-2421 form to the beneficiary, the live-in caregiver, and agency provider.

## Behavioral Health and Home Help EVV Exemptions

Clients who receive personal care services from Home Help and Community Living Supports (CLS) from Behavioral Health, in the same visit rendered by the same caregiver are excluded from EVV.

## REFERENCES

For more information see:

- [ASM 130, Plan of Care.](#)
- [ASM 135, Home Help Caregivers.](#)
- [ASM 136, Agency Providers.](#)
- [ASM 144, Verification of Services Provided.](#)
- [ASM 156, Temporary Absence from The Home.](#)

## LEGAL

Title XIX of the Social Security Act, 42 USC 1346 et seq. 42 CFR  
Social Welfare Act, 1939 PA 280, as amended, MCL 400.14(1) (p)

## CONTACT

For more information contact [MDHHS-HOME-HELP-POLICY@michigan.gov](mailto:MDHHS-HOME-HELP-POLICY@michigan.gov).