

Molina Healthcare

Provider Open Forum August 2025

Agenda

- Molina Healthcare Michigan Office Change-Address Change (Detroit)
- Direct Care Workers Conference 2025
- MDHHS – Upcoming Free Training
- MDHHS EVV Bulletin
- Renewal-Live in Caregiver Attestation
- Appeals Process
- Removing and Adding Services to your agreement
- Review Added FAQs

We're Moving!!

Effective July 1, 2025. Our new address below:

Molina Healthcare of Michigan, Inc.
1201 Woodward Ave Suite 900
Detroit, MI 48226

If you have any questions, please reach out to:
mhmltsscontracting@molinahealthcare.com

Direct Care Workers Conference 2025!

- Join us for four days of connection, celebration, and empowerment at this important event honoring the Direct Care Workers of Michigan.
- Please find below the registration information for the first annual direct care workers conference being held **September 28-Oct. 1, 2025, at the Lansing Center**, sponsored by IMPART Alliance, the College of Osteopathic Medicine/Michigan State University, and Easter Seals MORC!
- Click for the [full conference brochure](#).
- Registration for the conference is free. The DoubleTree Hotel is available for overnight stays. Direct Care Workers may register for a hotel room free while supplies last.
- Be a part of this movement!
- [Click to Register](#)
- Rest Easy--We've got a room to make attending easier. We're offering a limited number of cost-free hotel rooms at the DoubleTree Hotel for direct care workers traveling from outside the Greater Lansing Area. Rooms are first-come, first-served and available while supplies last.
- Have questions about the conference or hotel accommodation?
 - We're here to support you!
- Contact us by [filling out this form](#).

Upcoming FREE Direct Care Trainings

IMPART Alliance Partners and Direct Care Champions

- We are excited to share two resources highlighting upcoming training opportunities for individuals interested in **pursuing or advancing a career in direct care**:
- **General Training Flyer** – Covers all four of our program levels, includes a QR code for easy access, and is formatted as a letter-sized document for printing. People can also register using the following link. <https://impartalliance.msu.edu/training/>
- **In-Person Training Promo** – Features upcoming in-person classes in **Grand Rapids** and **Flint**.
- [One-page Flyer July2025_MB.pdf](#)
- [Register Today_In-Person Vital Signs Specialty Class.pdf](#)



About Us

We are an organization within the College of Osteopathic Medicine at Michigan State University dedicated to **helping Michigan build an infrastructure that can expand and support the direct care workforce**, one of the fastest-growing sectors in the state and nation. We serve as conveners to facilitate a wide range of individuals and organizations working together toward shared goals.



Interested in Direct Care Work?

Direct Care Workers (DCWs) provide assistance to older adults and persons with disabilities in a variety of settings from an individual's private home to adult foster care homes, nursing homes, and community living settings. The type of assistance can include activities of daily living (ADLs) like dressing, bathing, and eating, and instrumental activities of daily living (IADLs) like housekeeping and meal preparation, and vocational development assistance.

Whether you're new or experienced, IMPART Alliance is offering **flexible training, that is delivered live, by our certified trainers, online or in-person.**

Free Courses Offered:

- **Direct Care Work Fundamentals Certificate (Level 1):** 12-hour virtual program covering foundational topics such as communication, safety, personal care, and more.
- **Direct Care Work Associate Certificate (Level 2):** 12-hour virtual program focusing on more advanced topics such as dementia, trauma-informed care, and supporting individuals with specific health conditions.
- **Home and Direct Care Specialist Certificate (Level 3):** 6-hour virtual program providing the technical aspects of IADLs like housekeeping, meal planning, and nutrition.
- **Personal Direct Care Specialist Certificate (Level 4):** 36-hour hybrid program course focusing on hands-on, complex care skills from mobility assistance to safe transfers, infection control, and hygiene assistance.



You can complete any program level at your own pace, choosing class times that fit your availability. **To earn a certificate for any program level, you'll need to complete all required classes within that level.**



Funding: This project has been made possible through a grant awarded to IMPART Alliance by the Michigan Department of Health and Human Services.



MDHHS EVV Bulletin

All Home Help providers are reminded that they must use EVV, unless otherwise exempt. EVV information must be reported as outlined in policy Bulletin [MMP-24-21.pdf](#).

Home Help Agency

- Home Help agencies can use either the HHAeXchange offered solution or their own EVV system, known as an EDI vendor. Caregivers who work for an agency must be trained by their agency in how to use all EVV methods.
- Agencies should review the following websites for resources and training materials to train their caregivers:
 - [HHAeXchange Michigan Information Center website](#)
 - [HHAeXchange University \(Learning Management System\)](#)
 - [Agency Knowledge Base](#)

Individual Providers

- Individual providers, those directly employed by the beneficiary, must use the State offered solution, HHAeXchange+ mobile application or IVR collection methods to report EVV.
- If you have not already done so, look at available resources to learn how to download the app and report EVV:
 - [Learn How to Download the EVV Mobile Application in 3 Steps](#)
 - [EVV Mobile App User Guide for Individuals](#)
- Watch videos, review documentation, and get familiar with EVV now by visiting the [HHAeXchange Caregiver Knowledge Base](#).

MDHHS EVV Bulletin – Cont.

Reminder

- In addition to using EVV, Home Help providers must also continue to use their current service verification methods (CHAMPS Electronic Service Verification (ESV) Paper Service Verification (PSV), or MSA-1904 Home Help Agency Invoice) to receive payment. Payments will continue to be based on the data recorded on the current service verification methods until further notice. Details can be found in [L Letter 24-38](#).

Questions?

- To stay up to date on EVV in Michigan, visit www.Michigan.gov/EVV.

Time & Task

There are a set of pre-configured standard tasks that come with the free portal and can be accessed through the member’s “POC” tab to create a plan of care, and the caregiver can check them off during the visit through EVV. However, adding new tasks, renaming, etc is not included in the state sponsored portal.

Category	Task #	Duty	Minutes	AC Needed	Week (Min) - (Max)	Days Of Week	Instruction
Personal Care	115	Meal Preparation	<input type="checkbox"/>	<input type="checkbox"/>	-	S S M T W T F	
Personal Care	116	Housework/Chore	<input type="checkbox"/>	<input type="checkbox"/>	-	S S M T W T F	
Personal Care	117	Managing Finances	<input type="checkbox"/>	<input type="checkbox"/>	-	S S M T W T F	
Personal Care	118	Managing Medications	<input type="checkbox"/>	<input type="checkbox"/>	-	S S M T W T F	
Personal Care	119	Shopping	<input type="checkbox"/>	<input type="checkbox"/>	-	S S M T W T F	
Personal Care	120	Transportation	<input type="checkbox"/>	<input type="checkbox"/>	-	S S M T W T F	
Personal Care	122	Hygiene	<input type="checkbox"/>	<input type="checkbox"/>	-	S S M T W T F	
Personal Care	123	Dressing Upper	<input type="checkbox"/>	<input type="checkbox"/>	-	S S M T W T F	
Personal Care	124	Dressing	<input type="checkbox"/>	<input type="checkbox"/>	-	S S M T W T F	

Live In Caregiver Exemption Attestation Renewal

- Renewal of live-in status must be done at least annually and any time the beneficiary's or caregiver's address changes. For the annual renewal, if the beneficiary and caregiver address remain the same, the caregiver signs a new Live-in Caregiver Attestation Form for the MDHHS representative or Approving Entity to approve. No additional documentation is required.
- A new Live-In Caregiver Attestation Form must be obtained if the beneficiary and live-in caregiver move to a new address. When the caregiver no longer lives with the beneficiary, the caregiver must report this to MDHHS, the fiscal intermediary, home care agency or Approving Entity within 10 calendar days.
- If this caregiver is still providing services that require EVV, the EVV system must be used immediately upon moving out of the shared residence. When the home care agency or fiscal intermediary finds that the caregiver no longer lives with the beneficiary, they must notify MDHHS or the Approving Entity within three business days

Live In Caregiver Exemption Attestation Renewal

Providers with Live In Caregiver Exemptions:

- Email sent out on 8/15/2025 with Member Information
- Letters are in the process of being mailed to Members and Caregivers

Please email the completed form to:

- MHMLTSSContracting@MolinaHealthCare.Com
 - Subject line: Live In Caregiver Renewal

Appeal/Dispute Process

- Provider disputes/appeals **must** be submitted within 90 days from the remittance date.
- Dispute/appeals **must** be submitted electronically:
 - Availity Essentials Provider Portal (preferred)
 - Availity.com/molinahealthcare
 - Fax:(248)925-1768
- In the event the dispute/appeal is upheld – send an email to mhmltsscontracting@molinahealthcare.com
 - Include: Claim number, patient information, appeal number, and appeal discussion
- [Availity disputes: A step-by-step guide](#)
- [Claims Correction in Availity](#)

Availity disputes: A step-by-step guide

Initiate Dispute via Claims Status

- Navigate to the Availity Essentials menu bar and select Claims & Payments > Claims Status
- Use the Claim Status application to search for the claims
- After locating the claim, select it on the Claim Status Results page, and click the Dispute Claim button
- A confirmation window will be displayed, informing you that a dispute has been initiated for this claim

The screenshot shows the Availity Claim Status application interface. At the top, there is a teal header with the text "Availity disputes: A step-by-step guide". Below this, the "Initiate Dispute via Claims Status" section provides a list of steps. The main part of the image is a screenshot of the Availity web application. The "Claim Status" tab is selected. The interface includes search filters for Organization, Member Search, Service Dates, Claim History, and ICD-10 Standard. There are input fields for Provider Tax ID, Provider NPI, Claim Status, and Service Dates. A "Search" button is visible. Below the search area, there is a table of results with columns for Status, Service Dates, Claim #, Patient Name, Member ID, Patient Account Number, Provider Name, Billed Amount, and Paid Amount. A red arrow points to the "Dispute Claim" button in the bottom right corner of the interface. The Molina Healthcare logo is visible in the bottom right corner of the screenshot.

Changes

No longer offer a service you originally contracted for??

- Please contact your contracting manager Sheri Dankert: mhmltsscontracting@molinahealthcare.com
- Avoid delay for member services
- Amend agreement to remove service

What to add additional services to your originally agreement??

- Please contact your contracting manager Sheri Dankert: mhmltsscontracting@molinahealthcare.com
- Amend agreement to add service

Frequently Asked Questions (FAQs)

- Review Questions/ responses
- FAQs will be uploaded on the LTSS website:
[Long Term Support Services](#)
- Add additional questions from each forum

- Q. Question regarding EVV while in the soft launch period. Because caregivers are still required to use paper timesheets until further notice, they may be prioritizing that over consistently using the EVV system. Will this negatively affect agencies in the future (maybe during an audit or payment review) or is this understood by Molina that CG's are still mainly utilizing the paper timesheet method?
- A. No, this will not negatively affect agencies in future audits. Auditors are aware of the soft launch period.
- Q. The "soft launch" period usually only allows caregivers to clock in/out (without checking off tasks unless the agency is adding those tasks separately). When EVV goes into full effect, the caregivers have only been trained to clock in/out without much more. Is there going to be something like a "medium launch" where it'll mimic what's to come?
- A. No. Providers should be using this soft launch period to train staff on how to use the HHAX portal/app. Please use HHAX knowledge base for all trainings and education to ensure your staff is trained appropriately. [HHAeXchange Knowledge Base Home](#)
- Q. All our CG are using EVV system which they have used for years-- our 3rd party EVV is still having trouble integrating with HHAX.
- A. Please reach out to HHAX directly. **1-866-576-1179**

Survey

We Value Your Feedback

As a valued provider partner, your feedback is important.
Please complete this survey to ensure we make the LTSS
Forums as valuable to you as possible.

This survey will take approximately 5 minutes to complete.
Thank you!

Michigan Long-Term Support Services Forum Survey