OVERVIEW

Home Help cases may be closed due to a number of reasons. The case must have all documentation, including any updated assessment information, and new contacts entered in MiAIMS before the case is closed.

- Case closure information must be entered in MiAIMS.
- Any comments that may prove helpful in the future should be included in the closure note.

Note: If a new assessment determines the client no longer needs hands-on services for any activities of daily living (ADLs), the adult services worker (ASW) must update the Functional Assessment to reflect the change in the client's needs prior to closing the case.

The ASW must generate a DHS-1212-D, Advanced Negative Action Notice-Terminated and DCH-0092, Request for Hearings, from MiAIMS and mail to the client or their guardian/designated representative; see ASM 150, Notification of Eligibility.

The payment authorizations to individual caregivers and agency providers must be terminated in MIAIMS.

Note: With proper notification, the ASW may suspend payments and delay case closure, if it appears the situation may be temporary.

Suspension of Home Help Payments

The adult services worker may suspend payments, rather than terminate payments or initiate case closure, in the following circumstances:

- Client’s Medicaid has ended, but it appears to be temporary.
- Client does not have an eligible provider. This allows the client time to locate a new individual caregiver or agency provider.
- Client has been admitted into a hospital, nursing facility, or licensed Adult Foster Care/Home for the Aged.
    - If the temporary situation has not been resolved in 90 days and there is no expectation that the client will return home in the next 90 days, the ASW may initiate case closure.

- If the ASW is notified prior to the 90-day extension that the client will be in the facility permanently, the ASW may begin case closure sooner.

Note: Any suspended payment action should be temporary. Additional documentation is needed to keep the case open longer. (The DHS-390, Adult Services Application, and the DHS-54A, Medical Needs, form are valid for 90 days after case closure). Case closure procedures should be initiated once it has been determined that the situation leading to the suspension will not be resolved.

Termination of Home Help Payments

Home Help payments may be terminated and case closure procedures initiated, in any of the following circumstances:

- The client fails to meet any of the eligibility requirements.
  - Not Medicaid eligible.
  - Medical professional does not certify a need for services on the medical needs form.
  - Assessment determines client no longer requires Home Help services.
- The client no longer wishes to receive Home Help services.
- The client is receiving services from another program which would result in a duplication of services.

Notification of the Negative Action

When Home Help services are reduced, suspended, or terminated for **any** reason, the required notification must be generated in MiAIMS and sent to the client; see ASM 150, Notification of Eligibility, to determine the need for 10-business day notice of negative action.

Administrative Hearing Requests

Clients have the option to request an administrative hearing on all negative actions.

If the client requests a hearing before the effective date of the negative action, continue payments until a hearing decision has been made. If the ASW is made aware of the hearing request after payments have ended, payments **must** be reinstated pending the outcome of the hearing. Offer the client the option of suspending payments until after the hearing decision.

Note: When payments are continued pending the outcome of a hearing, the client must repay any overpayments if the department's negative action is upheld. Initiate recoupment procedures by sending the client a MDHHS-6237, Recoupment Letter.

MiAIMS Procedures for Case Closure

All client information, including updated assessment information, and corresponding screens must be updated in MiAIMS prior to case closure. A detailed description of the reason for case closure must be recorded in the MiAIMS *Contacts* module. All payment authorizations **must be** ended before the case is closed.

Closing Codes

The case should be closed in MIAIMS using the appropriate closure code. The closure codes used when closing cases have special program definitions based on the situation or type of residential/care setting at the time of case closure. The following choices are available in MiAIMS:

- *Customer request.*
- *Died.*
- *Guardian/Conservator in place.*
- *Moved out of state.*
- *Placed in Adult Foster Care (AFC).*
- *Placed in Home for the Aged (HA).*
- *Placed in Integrated Care Organization (ICO).*
- *Placed in Independent Living Services (ILS).*
- *Placed in MI Choice Waiver.*
- *Placed in Nursing Home (NH).*
- *Placed in Program of All-Inclusive Care for the Elderly (PACE).*
- *Refused services.*
- *Services not available.*
- *Services no longer needed.*

- *Situation stable.*

Home Help 90-Day Case Reopening

90-Day Case Reopening

If a Home Help case is closed and reopens within 90 days, the Home Help client does not need to submit a new DHS-390, Adult Services Application, and medical needs form. A new medical needs form is required only if the client's condition has changed. In order to have the Home Help case reopened, the case must be registered as a new referral. The ASW must complete a new in person face-to-face home visit prior to opening the case and authorizing payment.

Example: The client, Debbie, has had a Home Help case open since 4-1-2016. On 7-9-2023, Debbie calls her worker and reports she does not feel she needs the Home Help services any longer and wishes for her case to be closed. On 9-7-2023, Debbie calls to request Home Help services again as she is not doing well on her own. The new referral date (with a new MiAIMS log number) for this case will be 9-7-2023. Because the case was closed for less than 90 days, a new DHS-390 and medical needs form are **not** required.

In the example above, the referral date, application date, and case opening date would be 9-7-2023 in MiAIMS. The ASW should document the date of the application from the closed case in the referral narrative and case narrative, and document that the case is being reopened within 90 days, a new application is not required.

Note: If the client was receiving Expanded Home Help Services (EHHS) at case closure which required approval from the Home Help Policy Section, a new approval is not required within 90 days **unless** it is determined that additional services are needed.

Case Reversals

Home Help cases closed due to an incorrect action by MDHHS can be reversed.

Administrative Error

Home Help cases closed due to an administrative error can be reopened. Prior to reopening, the ASW must add a contact in the *Contact* module in MiAIMS, summarizing the error and need for reversing the closure action.

Example: The ASW accidentally closed Sue Smith's Home Help case when they meant to close Sara Smith's Home Help case. The ASW is allowed to reopen Sue Smith's Home Help case using the same log number.

Hearing Reversals

When an administrative hearing results in the reversal of a case closure, the assigned ASW must reopen that case. It is required that the ASW document the rationale of the initial closure, the outcomes of the hearing, and the judge's order within the *Contact* module. The ASW must ensure the Home Help comprehensive assessment is current and payments are authorized, if applicable.

Example: An administrative hearing was held on Betty Wright's closed Home Help case. The Administrative Law Judge stated that Betty's Home Help case was closed inaccurately and ordered the case to be reopened. The assigned ASW must reopen Betty Wright's Home Help case using the original log number as the closed case.

REFERENCES

See ASM 150, Notification of Eligibility.

CONTACT

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