



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ELIZABETH HERTEL
DIRECTOR

January 31, 2025

Rick Lowe, Chief Internal Auditor
Office of Internal Audit Services
111 S. Capitol Avenue
Lansing, Michigan 48933

Dear Mr. Lowe:

In accordance with the State of Michigan, Financial Management Guide, Part VII, enclosed is our final corrective action plan to address recommendations contained within the OAG report of the Medicaid Home Help Program.

All legislative inquiries should be directed to Chardae Burton, MDHHS Director of Legislative Affairs, at burtonc5@michigan.gov. All other questions regarding the corrective action plan should be directed to me at havenss2@michigan.gov.

Sincerely,

Shannah Havens, CPA, MBA
Director, Bureau of Audit

Enclosure (1)

c: Executive Office
Office of the Auditor General
House and Senate Fiscal Agencies
House and Senate Oversight Committees
House Appropriations Subcommittee on Medicaid and Behavioral Health
House Appropriations Subcommittee on Human Services
Senate Appropriations Subcommittee on MDHHS
House and Senate Health Policy Committees
House Families and Veterans Committee
Senate Housing and Human Services Committee
Elizabeth Hertel, MDHHS, Director
David Knezek, MDHHS, Chief Operating Officer
Amy Epkey, MDHHS, Senior Deputy Director, Financial Operations Administration
Chardae Burton, MDHHS, Director, Legislative Affairs
Meghan Hodge-Groen, MDHHS, Senior Deputy Director, Behavioral and Physical Health & Aging Services Administration
Laura Blodgett, MDHHS, Senior Deputy Director, Communications Administration

Michigan Department of Health and Human Services
Medicaid Home Help Program
391-0708-19F
Issued By OAG
11/8/2024
Department Final Corrective Action Plan

Summary Response Matrix

	Complied	Will Comply	Partially Complied	Will Not Comply
Agrees		Finding 1		
Partially Agrees				
Disagrees				

Final Corrective Action Plan

Finding Number 1

Finding Title: Monitoring of provider invoices needs improvement.

Department Response

Management Views: MDHHS agrees.

Planned Corrective Action and Milestones:

MDHHS is continuing to implement the federally required Electronic Visit Verification (EVV) system, which will be used to electronically verify whether providers delivered or rendered services as billed and will replace the Electronic Service Verification, Paper Service Verification and Agency invoices. MDHHS anticipates full implementation by June 30, 2026.

MDHHS will complete a targeted read that includes shared living arrangements by May 2025 to determine accuracy and proper documentation. If cases are identified where services have not been reduced by 50% and are not adequately documented to support full reimbursement, the case will be reduced as required by ASM 120.

MDHHS will re-issue the Prorating IADLs in Shared Living Arrangements Home Help Job Aid to Adult Services Staff and reiterate to staff the importance of providing adequate documentation in case files to support a full IADL payment where necessary during staff meetings by February 28, 2025.

Anticipated Compliance Date: June 30, 2026

Responsible Individual: Elaina Brown, Home Help Program Section Manager