

**STATE OF MICHIGAN  
MICHIGAN ADMINISTRATIVE HEARING SYSTEM  
FOR THE DEPARTMENT OF HEALTH AND HUMAN SERVICES**

P.O. Box 30763, Lansing, MI 48909  
(877) 833-0870; Fax: (517) 373-4147

**IN THE MATTER OF:**

██████████,

Appellant

**Docket No.** 15-021505 HHS  
**Case No.** ██████████

**DECISION AND ORDER**

This matter is before the undersigned Administrative Law Judge pursuant to MCL 400.9 and 42 CFR 431.200 *et seq.*, upon the Appellant's request for a hearing.

After due notice, a telephone hearing was held on ██████████. Appellant appeared and testified. ██████████, Appeals Review Officer and ██████████, Adult Services Worker appeared as witnesses for the Department of Health and Human Services (the Department).

State's Exhibit A pages 1-18 were admitted as evidence.

**ISSUE**

Did the Department properly cancel the Appellant's Home Help Services (HHS)?

**FINDINGS OF FACT**

The Administrative Law Judge, based upon the competent, material and substantial evidence on the whole record, finds as material fact:

1. Appellant was a Medicaid beneficiary, who was receiving HHS benefits.
2. On ██████████, a home call letter was sent to Appellant from the caseworker, scheduling the six month review home visit for ██████████.
3. On ██████████, Appellant moved out of her home address.
4. Appellant notified her food Assistance Program worker of her change in address.
5. On ██████████, the Department caseworker attempted to perform a scheduled home visit.
6. Appellant was not at home for the home visit.

7. On [REDACTED], Appellant left a voicemail message on the worker telephone indicating that she would not be available for the home visit and that she no longer resided at the address. She did not leave a forwarding address.
8. On [REDACTED], the Department caseworker sent Appellant an Advance Negative Action Notice to her last known address indicating that her HHS would be terminated effective [REDACTED]. Appellant was given until [REDACTED] to contact the caseworker and schedule an office visit for the worker to meet with Appellant and her provider. If the visit was not done by [REDACTED], the case would be closed. (State's Exhibit A page 5)
9. On [REDACTED], Appellant filed a request for a hearing stating that she was not available for the home visit because she was sexually assaulted and had been in and out of the hospital.

### **CONCLUSIONS OF LAW**

The Medical Assistance Program is established pursuant to Title XIX of the Social Security Act and is implemented by Title 42 of the Code of Federal Regulations (CFR). It is administered in accordance with state statute, the Social Welfare Act, the Administrative Code, and the State Plan under Title XIX of the Social Security Act Medical Assistance Program.

Home Help Services (HHS) are provided to enable functionally limited individuals to live independently and receive care in the least restrictive, preferred settings. These activities must be certified by a physician and may be provided by individuals or by private or public agencies.

Adult Services Manual (ASM) 155, pages 1-2 addresses HHS home visit requirements:

Independent living services (home help) cases must be reviewed every six months. A face-to-face contact is required with the client, in the home.

A face-to-face or phone contact must be made with the provider at six month review and redetermination to verify services are being furnished.

**Note:** If contact is made by phone, the provider must offer identifying information such as date of birth and the last four digits of their social security number. A face-to-face interview in the client's home or local DHS office must take place at the next review or redetermination.

Requirements for the review contact must include:

- A review of the current comprehensive assessment and service plan.

- Verification of the client's Medicaid eligibility, when home help services are being paid.
- Follow-up collateral contacts with significant others to assess their role in the case plan, if applicable.
- Review of client satisfaction with the delivery of planned services.
- Reevaluation of the level of care to assure there are no duplication of services.
- Contact must be made with the care provider, either by phone or face-to-face, to verify services are being provided.

Case documentation for **all** reviews must include:

- An update of the "**Disposition**" module in ASCAP.
- A review of **all** ASCAP modules with information updated as needed.
- A brief statement of the nature of the contact and who was present in the **Contact Details** module of ASCAP. A face-to-face contact entry with the client generates a case management billing.
- Documented contact with the home help provider.
- Expanded details of the contact in **General Narrative**, by clicking on **Add to & Go To Narrative** button in **Contacts** module.
- A record summary of progress in service plan.

Procedures and case documentation for the annual review are the same as the six month review, with the following addition(s):

- A new DHS-54A certification, if home help services are being paid.

**Note:** The medical needs form for SSI recipients and Disabled Adult Children (DAC) is **only** required at the initial opening and is not required for the redetermination process. All other Medicaid recipients will need to have a DHS-54A completed at the initial opening and annually thereafter.

- Contact must be made with the care provider, either by phone or face-to-face, to verify services are being provided.

The Department caseworker testified that she came to the home for the home visit and Appellant was not there. She gave Appellant until ██████████ to contact her and set up another appointment for the comprehensive assessment. Appellant did not contact her. The assessment was never completed so the case could not be opened.

Appellant testified that she did not receive the negative action notice until ██████████ because it was forwarded to her post office box and she had to wait for someone to take her to pick up the mail. Appellant testified that she was sexually assaulted by her HHS provider so she had to move out of her home. She was homeless for a while and then she recently moved into her father's home recently.

This Administrative Law Judge finds that the Department representative provided detailed, credible evidence and testimony that the caseworker followed Department policy and procedure when she attempted to conduct a required home visit for purposes of HHS redetermination. There is no requirement in policy that Appellant must be given a second opportunity to conduct the in-home assessment. The worker was unable to complete the HHS in home assessment before the certification period ended or before the death of the Appellant.

Home Help Services cannot be authorized prior to completing a face-to-face assessment with the client. Appellant was not available for the home visit. Appellant did not establish credibly that she rescheduled the home visit and was available for the rescheduled home visit. Appellant did not notify the caseworker in a timely manner that she had moved. The Department has established by the necessary competent, material and substantial evidence on the record that it was acting in compliance with Department policy when it cancelled Appellant's HHS benefits based upon its determination that Appellant was not available for her scheduled HHS home visit. The Department's decision to cancel Appellant's HHS case must be upheld.

**DECISION AND ORDER**

The Administrative Law Judge, based on the above findings of fact and conclusions of law, finds that the Department properly cancelled the Appellant's HHS case based on the available information.

**IT IS THEREFORE ORDERED THAT:**

The Department's decision is **AFFIRMED**.



Landis Y. Lain  
Administrative Law Judge  
for Nick Lyon, Director  
Michigan Department of Health and Human  
Services

LYL [REDACTED]

cc: [REDACTED]

Date Mailed: February 8, 2016

**\*\*\* NOTICE \*\*\***

The Michigan Administrative Hearing System may order a rehearing on either its own motion or at the request of a party within 30 days of the mailing date of this Decision and Order. The Michigan Administrative Hearing System will not order a rehearing on the Department's motion where the final decision or rehearing cannot be implemented within 90 days of the filing of the original request. The Appellant may appeal the Decision and Order to Circuit Court within 30 days of the receipt of the Decision and Order or, if a timely request for rehearing was made, within 30 days of the receipt of the rehearing decision.