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DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

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M E M O R A N D U M

DATE: September 26, 2017

TO: Child Welfare Partners

FROM: Herman McCall, Ed.D, Executive Director
Children's Services Agency

SUBJECT: New Payment System Information

The following information relates to anyone receiving payments from the State of Michigan. Please read carefully.

Payments made to foster care parents, private providers, adoptive parents, and service providers are processed through Michigan's treasury system called MAIN (Michigan Accounting Information Network). MAIN will be replaced with a new system called SIGMA (Statewide Integrated Governmental Management Applications) beginning October 3, 2017.

What is SIGMA?

SIGMA will replace MAIN, Contract & Payment Express (C&PE), Buy4Michigan, iTRAC, and other agency-specific systems. By improving processes and making government more efficient, SIGMA will improve services and lower costs.

How does SIGMA affect providers of Child Welfare services?

All providers that were paid in the last two years and active in the C&PE system, as of June 30, 2017, have been transferred automatically to the user-friendly SIGMA Vendor Self Service (VSS). Providers who became active in C&PE between July 1, 2017 and September 22, 2017, have also been moved over to SIGMA VSS. All active addresses and banking information were moved to SIGMA VSS. Vendor information from Buy4Michigan was not placed in the new SIGMA VSS.

SIGMA VSS allows providers to register, identify services they provide, watch for opportunities, and respond to solicitations using the internet.

There are no changes to the way youth in Independent Living are paid.

What do providers need to do?

Providers who moved to SIGMA VSS from C&PE need to claim their account in SIGMA VSS only if they want to update or maintain their banking or mailing information or see payment details. Accounts can be claimed now. There is no deadline to claim the SIGMA VSS account. **Payments will still be generated, even if the account has not been claimed.**

- To “claim their account,” the provider must go to the SIGMA VSS login page and select “register.”
 - The provider must have a valid email address to register.
 - When the provider claims the account, they will be required to validate their information.
 - To claim their account, they will need to know their user ID from C&PE which must be entered in all caps.
 - If providers had a user ID in C&PE and they do not recall their ID, they can go to C&PE at www.michigan.gov/cpexpress to request a user ID *reminder*.
 - If a provider does not have a C&PE user ID, or if a provider has trouble logging in, they will need to contact the SIGMA Vendor Customer Support Center to get a VCC id (the reference number/Documents number created in SIGMA from the data in C&PE) or temporary password.
 - Step by step instructions to claim and update an account are provided at:
 - The SIGMA VSS login page at www.Michigan.gov/SIGMAVSS
 - YouTube for a video walking through the process
https://www.youtube.com/watch?v=Z4Gdh7FMYoE&index=1&list=PLVPgUDYHGH6-b85ku_1OZNRdsBhCwD1YH&t=2s

Additional Key Details:

- Payments paid before September 29, 2017, will be in C&PE.
- As of September 22, 2017, at 4 p.m. the C&PE restricted access to providers.
 - Providers will no longer be able to update any address or banking information in C&PE.
 - C&PE will not allow registration of new providers.
 - Providers can look at their EFT payments in C&PE for the 45 days after the payment date.
- On October 3, 2017, all new payments and related information will be available in SIGMA VSS.

How do providers get help?

- Questions and answers are available on the SIGMA VSS login webpage at www.Michigan.gov/SIGMAVSS
- The SIGMA Help Desk for Vendor Customer Support is available by calling (888) 734-9749 or emailing SIGMA-Vendor@Michigan.gov
- For additional support, if you do not have access to the internet or a computer, please contact your Child Welfare caseworker.