

Submitting Claims Electronically

Below reports the necessary steps for submitting claims electronically for Michigan Medicaid. Most documents that are referenced to below can be found at our Electronic Billing website. To visit the website follow links:

www.michigan.gov/medicaidproviders >> Providers >> Information for Medicaid Providers
>>Electronic Billing

1. Have software that will allow you to submit claims directly to Michigan Medicaid.

Michigan Medicaid does not have software that is provided to providers for electronic billing purposes. All providers must find their own software programs for submission of claims electronically. MDCH does post an “Approved Billing Agents” list, which is a listing of all billing agents approved through MDCH. Providers may choose any billing agent that is willing to accept new providers. MDCH does not promote any one billing agent over another. If you choose an approved billing agent from this list, you may skip ahead to step 6.

2. With the software that you have, please complete any internal testing that is needed so the billing agent can submit properly formatted HIPAA compliant 837 v 4010A1 claims.

Medicaid will only allow 837 v 4010A1 claims. Please make sure that your files are formatted properly. Medicaid no longer has any prescreening for formatting of files. If you are unsure if you are able to submit clean claims, please take advantage of any online services which provide compliance testing and certification.

3. Once you are ready to begin the B2B Testing, please make sure you have downloaded and reviewed the MDCH Companion Documents, Implementation Guides, and Electronic Submissions Manual.

These are essential documents that will be useful for the completion of clean Michigan Medicaid claims. Any questions that you have within an electronic claim file, you should be able to find the answers within one of these documents.

4. Review the 837 B2B Testing Instructions posted at the website.

This document will also explain all of the necessary steps for completion of submitting electronic claims. Make sure you are familiar with all of the information that is mentioned within this document.

5. Please complete the Billing Agent ID request form that is posted at the website.

After you fax in the Billing Agent ID Request form, within 5-10 business days you will receive a confirmation fax that will include your ID, password and instructions. You will also receive an email that will include a Billing Service Company Certificate, which needs to be mailed directly to Michigan Medicaid.

6. After you receive a Michigan Medicaid billing agent ID, the provider will need to submit a billing agent authorization form.

Submitting Claims Electronically

The Billing Agent Authorization is located at the Electronic Billing website. If you have any questions with the form, please contact our Provider Enrollment Area at 517-335-5492. (If you choose an approved billing agent, you will only need to complete this step. Once the Billing Agent Authorization has been added to our system, you will be ready to being billing to Michigan Medicaid.)

7. After the Billing Agent Authorization has been added to the provider files, you will be ready to begin the B2B Testing.

Once the Provider Enrollment Area has added the Billing Agent Authorization to the provider file, they will submit a turnaround form to the provider.

8. Create a test batch of 837 v 4010A1 claims.

For more information on the Medicaid requirements and specifics within a test batch, please refer back to the 837 B2B Testing Instructions. This will give all of the details that you need to submit a test batch to Michigan Medicaid.

9. Submit your test batch to the MDCH Data Exchange Gateway (DEG) and retrieve your 997 Acknowledgement from your mailbox.

Information on how to submit and retrieve files in the DEG is located within the Electronic Submissions Manual or the DEG Web User Guide. Both of these are posted at our website.

10. Once you retrieve a clean 997 Acknowledgment, you will then need to submit an email to AutomatedBilling@michigan.gov, CaterF1@michigan.gov, and KatalenichD@michigan.gov, with a subject line of **"837X Test File DCH00XX"**. (Example – 837P Test File DCH0023, this is s submission of Professional test files for billing agent DCH0023).

Please note that all questions need to be referred to AutomatedBilling@michigan.gov. Please only include the other two email addresses for test files.

11. Once you submitted your email, you will need to wait 5-10 business days for a response from the B2B Testing Area to submit you with an analysis of your test file.
12. If you receive a summary analysis from the B2B Testing Area, please follow the instructions within the summary to fix any errors and resubmit another test file.

Multiple test files may need to be submitted before you become an approved billing agent. MDCH is very strict on the Test Claim Criteria. We require that all billing agents are able to submit clean claims for all of the examples given.

13. Once you have become an approved billing agent, your information will be added to the listing and you can begin to submit production claims.

MDCH does allow for further testing if you have any system enhancements or software changes. Start with Step 9 and indicate the reasons why you are testing within your email.