View Claim Status Online Quick Reference

Business Rules

- Providers are able to only view their own transactions submitted from the Billing NPI
- A maximum of 50,000 claims will be returned from a single inquiry
- When using the Filter By menu, the percent sign (%) acts as a wildcard. It can be used in combination with search criteria or by itself. The wildcard does not work within the first Filter By menu
- Use the Cancel button to close out of a window. DO NOT click the X to exit the page. If the X is clicked by mistake, press the F5 button on your keyboard to refresh the page
- Contact the Provider Support Helpline at 1-800-292-2550 or ProviderSupport@michigan.gov to receive expert assistance

<table>
<thead>
<tr>
<th>Action</th>
<th>Manage Provider Login</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Login to CHAMPS</td>
<td></td>
<td>• Must apply for access to CHAMPS System</td>
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<td></td>
<td>1. Access CHAMPS using MIlogin</td>
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<td>2. Follow CHAMPS login screen prompts</td>
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<td>3. On MIlogin user ID and password, select one of the following profiles: CHAMPS Full Access, CHAMPS Limited Access or Claims Access</td>
<td>• If previously saved as a favorite, the Inquire Claims screen can be directly accessed on the domain login page by selecting Inquire Claims</td>
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<tr>
<td>Action</td>
<td>View Claim Status Online – Filter By</td>
<td>Notes</td>
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<tr>
<td>Filter By</td>
<td></td>
<td>• The system will display a claim status list page that will allow the user to retrieve claim inquire for the NPI selected from Step 3</td>
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<tr>
<td></td>
<td>1. Click the Claims tab at the top of the page</td>
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<td>2. Click the Claim Inquiry hyperlink</td>
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<td>3. Select a criteria in the first Filter By drop down menu</td>
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<td>4. Select a criteria to input in the second, third, fourth or fifth Filter By drop down menu if desired</td>
<td>• First Filter By selections:</td>
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<td></td>
<td></td>
<td>▪ Admission Date</td>
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<td></td>
<td></td>
<td>▪ Approved Amount</td>
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<td></td>
<td></td>
<td>▪ Batch ID</td>
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<td></td>
<td></td>
<td>▪ Beneficiary ID</td>
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<tr>
<td></td>
<td></td>
<td>▪ Claim Type</td>
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<td></td>
<td>▪ Consumer ID</td>
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<td></td>
<td></td>
<td>▪ From/To Dates</td>
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</table>
5. Select a claim status from the **With Status** dropdown

6. Update the **Last 6 Months** filter if date of service is beyond 6 months; default will remain at Last 6 Months unless changed

- Medical Record Number
- Mi Child ID
- Original TCN
- PA Number
- Patient Account Number
- Pay Cycle Date
- Recipient ID
- Referral Number
- Rendering Provider NPI
- TCN Load Date
- TCN

**Additional Filter By** selections not listed within the first **Filter By**:

- APC Pay Status
- Adjudication Date
- Beneficiary Name
- Claim Notes
- Claims Filing Indicator
- Code Category
- Copay Tier
- Diagnosis Code
- FPL
- GA/RP ID
- HIPAA Version
- ICO Indicator
- Invoice Date
- Invoice Type
- Line Approved Amount
- Line Item Control Number
- MAGI Category
- Modifier
- NDC Code
7. Click the GO button

- Oral Cavity
- Originator Plan ID
- Other Payer Adj Reason Code
- Payer ID
- Place of Service
- Procedure Code
- Provider Report Group Code
- RA Date
- RA Number
- Reason Code
- Related Plan ID
- Remark Code
- Revenue Code
- Source
- Submission Date
- Tooth Number/Letter
- Tooth Surface
- Type of Bill
- Units
- Warrant/EFT

- To retrieve **HIPAA Reason code** (denial reason) you must filter by the **value “Reason Code” with wildcard (%)** and **Remark Code with wildcard (%)**

- **With Status** values include:
  - Accepted-applicable to encounter claims
  - Adjusted
  - Denied
  - In Process
  - Paid
  - Rejected-applicable to encounter claims
  - Void
<table>
<thead>
<tr>
<th>Action</th>
<th>View Claim Status Online – View Claim Details</th>
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</table>
|        | 1. Click on the **Transaction Control Number** (TCN) hyperlink | • Show *drop down* menu selections:  
  ▪ Claim cutbacks  
  ▪ Claim Enhancement Amounts  
  ▪ Claim Notes  
  ▪ Codes List  
  ▪ Claim Relevant Dates  
  ▪ Claim Spinal Manipulation  
  ▪ Claims Ambulance Info  
  ▪ Diagnosis Codes  
  ▪ Indicators  
  ▪ Other Payers Information  
  ▪ Patient Code List  
  ▪ Patient vision Condition  
  ▪ Related Causes  
  ▪ Service Line List  
  ▪ Servicing Facility locations  
  ▪ Situational Information |
|        | 2. System displays **Claim Header Detail information** |       |
|        | 3. Click the **Service Lines** icon to display Service Line List or select this criteria from the *Show* drop down at the top right of the screen if desired  
  a. Select the service line TCN to view line item details  
  b. Select the **Next** or **Previous** button to view details of the next or previous line item  
  c. Select **Cancel** to return to the Service Line List page |       |
|        | 4. Select criteria from the **Show Drop Down** at the top right of the screen to view additional claim information |       |

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<tr>
<td></td>
<td>1. Select <strong>Filter By</strong> criteria that are commonly used or often selected</td>
<td>• <strong>My Filters</strong> button will display previously saved filters</td>
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<td>2. Once <strong>Filter By</strong> criteria are selected click the Save Filters button</td>
<td>• Changes cannot be made to saved filters, if changes are needed the filter must be deleted and a new filter created</td>
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<td>3. Name the filter and add a description (100 character limit)</td>
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<td>4. To use the saved filter, click <strong>My Filters</strong> and the saved filter will run using the saved filter by options</td>
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