

Claim Inquiry

How to search for claims within CHAMPS

There are several different ways for inquiring on a claim within Champs. The Claim Inquiry screen can be found by clicking on the Claims tab and selecting Claim Inquiry (Figures 1 & 2). Below are examples for how to inquire on a claim;

- 1. Using a TCN to search
- 2. Using From/To dates to search for claims
- 3. Locating Reason and Remark codes

Figure 1: Click on the Claims Tab

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Figure 2: Select Claim Inquiry

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www.Michigan.gov/MedicaidProviders



Using a TCN to search:

- 1. Providers may search for a claim using the 18 digit TCN number. This can be found on a Provider's remittance advice (RA).
- 2. From the first filter by drop-down select **TCN** and enter the **TCN number**

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3. Change the drop-down, Last 6 Months to All

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5. Claim will appear as a hyperlink; click on the TCN for review

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Using From/To Dates to search for claims:

1. From the first filter by drop-down select **From/To Dates**, enter in the **From Date (MM/DD/YYYY)** and then in the second field enter in the **To Date (MM/DD/YYYY)**

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Please note: If searching for one date, enter the same date in each field.

2. In the second filter by drop-down select Beneficiary ID and enter in the beneficiary ID

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3. Change the drop-down, Last 6 Months to All

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5. The search results bring up all claims billed under the Billing NPI (NPI the provider is logged in under) within the date range for the beneficiary ID entered.

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6. To locate all claims billed by a Billing NPI within the selected date range and multiple Beneficiary ID's enter a percent sign % (this acts as a wild card) in the beneficiary ID field. See figure below.

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Locating Reason and Remark codes:

1. From the first filter by drop-down select **From/To Dates**, enter in the **From Date (MM/DD/YYYY)** and then in the second field enter in the **To Date (MM/DD/YYYY)**

Please note: If searching for one date, enter the same date in each field.

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2. In the second filter by drop-down select Beneficiary ID and enter in the Beneficiary ID

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3. In the third filter by drop-down select **Reason Code** and enter a % to bring up all reason codes

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4. In the fourth filter by drop-down select Remark Code and enter a % to bring up all remark codes

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5. Change the drop-file, Last 6 Months to All

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6. The **Reason Codes** and **Remark Codes** are listed to the far right of the screen

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