

ADULT SERVICES AUTHORIZED PAYMENTS (ASAP)

PROVIDER TRAINING GUIDE

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GENERAL INFORMATION

General System Overview

ASAP is the Adult Services Authorized Payments System. This system is designed to generate payments for Home Help (HH), Adult Foster Care (AFC) and Home for the Aged programs. ASAP provides a secure web portal accessible to a wide range of users, including direct provider access.

Warning Notice

ASAP contains Electronic Protected Health Information (ePHI). All Protected Health Information (PHI), in any format, must only be used or disclosed as permitted by the Health Insurance Portability and Accountability Act (HIPAA) and other applicable state and federal confidentiality laws.

Unauthorized or improper use of this information may result in disciplinary action up to and including termination. The Michigan Department of Community Health (MDCH) reserves the right to pursue civil or criminal penalties which may include notifying law enforcement officials and regulatory accreditation and licensure organizations.

The HIPAA Security Rule requires standards to assure the confidentiality of ePHI. Data that is downloaded should be saved to the network, not your C:drive (hard drive). ePHI data that is transferred should be encrypted using MDCH standards.

The ASAP Provider Training Guide will cover:

- View ASAP AFC/HFC Payments
- View/Manage AFC/HFC Claims

Organization of the Training Guide

This Training Guide covers the following Lessons (Create as many lessons and appendices as required):

1. Lesson 1 – Single Sign on (SSO)
2. Lesson 2 – ASAP Basics
3. Lesson 3 – Payments
4. Lesson 4 – Providers
5. Lesson 5 – Claims
6. Appendix A – Acronyms and Abbreviations

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LESSON 1 – SINGLE SIGN ON (SSO)

Introduction

This lesson will show the user how to set up a State of Michigan Single Sign On (SSO) account and how to apply to the ASAP application.

Lesson Objectives

In this lesson, you will learn how to:

- Register for an SSO account
- Subscribe to the ASAP application
- Access the ASAP system

Lesson Topics

- Topic A – Creating an SSO Account
- Topic B – Subscribing to the ASAP Application
- Topic C – Accessing the ASAP System

Topic A - Creating an SSO Account

1. To access the State of Michigan Single Sign On website, enter the web address below:

- <https://sso.state.mi.us>

2. Click the Register button to create a new account, if you don't already have one.

State of Michigan Single Sign On

User ID

Password

Login

* If you do not have a User ID, please click [Register](#)

[I forgot my Password](#)

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3. Enter the required fields which are marked with an asterisk (*).

State of Michigan Single Sign On

REGISTRATION- Step 1

* Indicates required field

First Name *

Middle Initial

Last Name *

Email Address *

NOTE: Users who have been assigned a State of Michigan email address must use this address to register.

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4. Click the Continue button.



5. You may be asked to create a unique four (4) digit number to follow your User ID. When the number is entered, click the Continue button.

REGISTRATION- Step 2

Please Enter a four digit number to create a unique UserID (OR) Please generate a random four digit number for me

lastname [Why should I enter this number?](#)

Yes No

Enter the number as it is shown in the box below *

51472

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6. The User Registration Confirmation page will display what your User ID will be. Click the Submit button.

USER REGISTRATION CONFIRMATION

Please review the following information. Click Submit

First Name : Firstname
Initial :
Last Name : Lastname
Email Address : emailaddress@yahoo.com
Your User Id will be : lastname1234

Back Submit

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7. An e-mail will be sent to you when your registration has been approved.

Topic B - Subscribing to the ASAP System

Once you've received your e-mail confirmation, you are now able to log in to your SSO account. To begin, you need to do the following:

1. Go to the State of Michigan Single Sign On web site, <https://sso.state.mi.us>.
2. Enter your User ID and Password and click the Login button.

State of Michigan Single Sign On

User ID LastName1234
Password ●●●●●●

Login

* If you do not have a User ID, please click Register

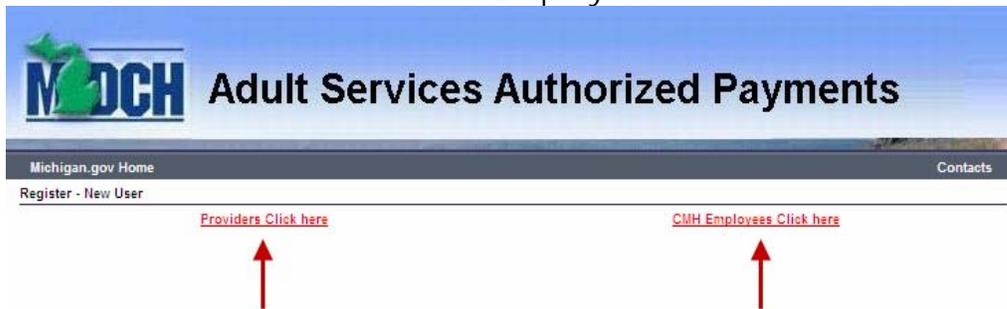
[I forgot my Password](#)

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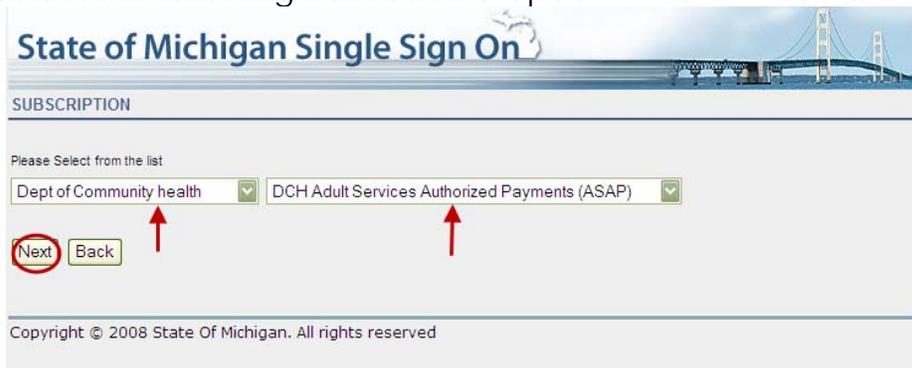
- You will be directed to the Welcome Page. From here, you will click the Subscribe to Applications link.



- Click either the Provider or CMH Employee link.



- Select the following from each dropdown menu. Then click the Next button.



- Click the Submit button.
- You will then need to await your confirmation e-mail before you are able to access the ASAP system.

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Topic C - Accessing the ASAP System

Once you've received your e-mail confirmation for the ASAP application, you are now able to log in to the ASAP system. To begin, you need to do the following:

1. Go to the State of Michigan Single Sign On web site, <https://sso.state.mi.us>.
2. Enter your User ID and Password and click the Login button.

State of Michigan Single Sign On

User ID

Password

* If you do not have a User ID, please click

[I forgot my Password](#)

3. Click the ASAP Link.

State of Michigan Single Sign On

Application Portal

WELCOME [Firstname LastName](#)

You are currently subscribed to the following applications:

- [DCH Adult Services Authorized Payments \(ASAP\)](#)

[Subscribe to Applications](#) [Add new Roles to Existing Subscription](#)
[Account Maintenance](#) [Sign Off](#)

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LESSON 2 – ASAP BASICS

Introduction

This lesson will provide the user with an understanding of the basic functionality and navigational tools of the ASAP system.

Lesson Objectives

In this lesson, you will learn how to navigate within the ASAP system. You will:

- Learn how to navigate between tabs and pages
- Be able to filter data
- Know how to export data
- Know how to access hyperlinks for additional information

Lesson Topics

- Topic A – Tab Navigation
- Topic B – Filter Data
- Topic C – Page Navigation
- Topic D – Export Data
- Topic E – Hyperlinks
- Topic F – i link

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TOPIC A

Tab Navigation

1. Click on the desired tab to access that page.



Welcome to The Adult Services Authorized Payments System

2. At any point, the user can return to the Welcome page by clicking the Home tab.



3. The Contacts tab will direct the user to the MDCH web page.



4. To close the ASAP session, click the Sign Out tab.



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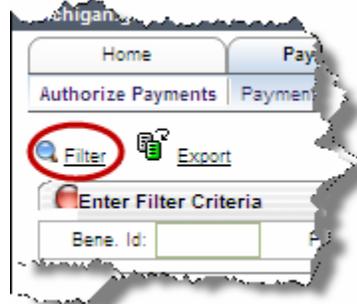
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TOPIC B

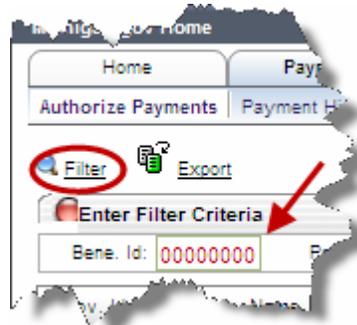
Topic B - Filter Data

Now that you know how to navigate between tabs, you will now learn how to use the filter function. The filter function is available within each tab. To filter data, you need to do the following:

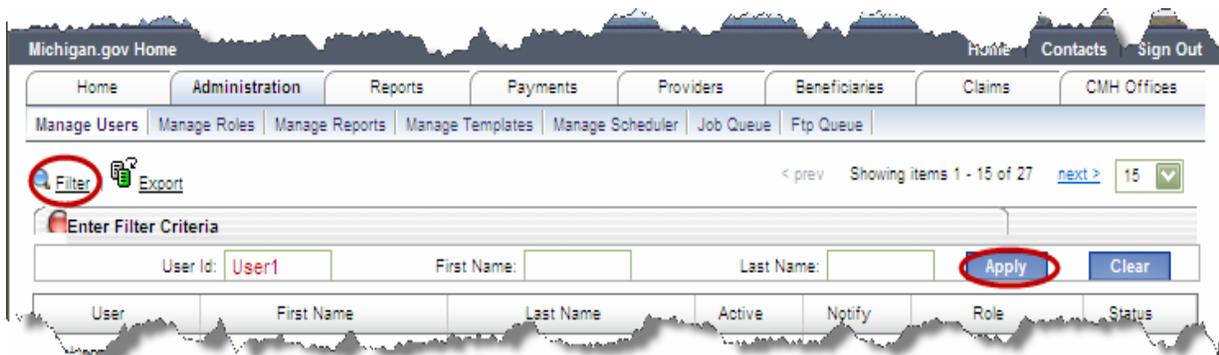
1. Select the Filter link.



2. Enter filter criteria.



3. Click the Apply button.



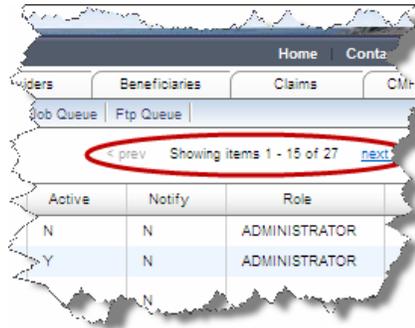
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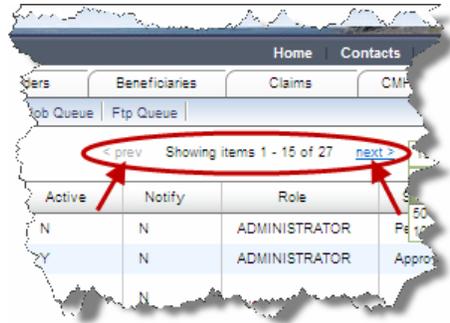
Topic C - Page Navigation

After you have filtered your data, the results that populate may be too large to fit on one page. You will need to know how to display additional pages. To access additional pages, you need to do the following:

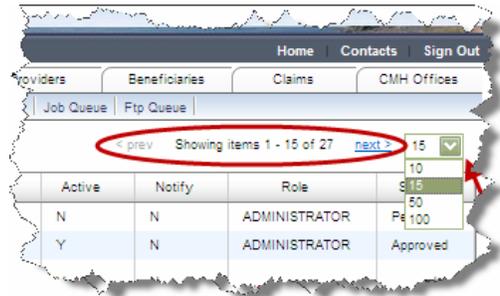
1. The system displays a total page count as well as the number of items currently being viewed.



2. The user can click the Previous (prev) and the Next (next) buttons to navigate between pages.



3. The user can also select the number of items displayed on a page from the drop down menu.



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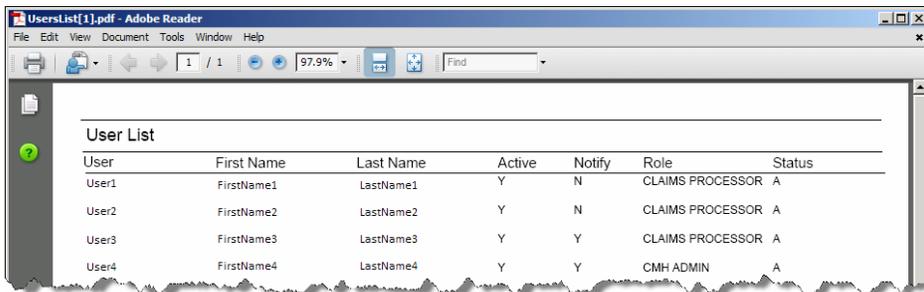
Topic D - Export Data

Now that you know how to filter and view data, you will learn how to export that data into a PDF file. To export data, you need to do the following:

1. Click the Export link.



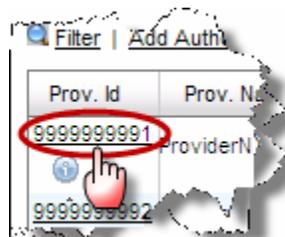
2. Once the Export link has been selected, a new PDF window will appear.



Topic E - Hyperlink

Throughout the ASAP system, there will be hyperlinks available. Data which is a hyperlink, is distinguished with an underline. By clicking the hyperlink text, the system will reveal more detailed information.

1. Click the desired hyperlink.



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- Once the hyperlink has been selected, the system will reveal more detailed information regarding the link selected.

Michigan.gov Home Home Contacts Sign Out

Home Payments Providers Claims

Authorize Payments Payment History(Warrant) Payment History(Provider) Payment History(Beneficiary)

Modify Payment Authorization

Beneficiary Id: * 0000000000 Beneficiary Name: BeneName1

Provider Id: * 9999999999 Provider Name: Provider1

County Name: * OTSEGO County Code: 89

Case Number: * ABCDEFG Service Code: * 0301

Begin Date: * 07/28/2008 End Date: * 07/31/2008

Phys. Cert Date: * 11/05/2007 Bill Amt: * 353.0

Client Amt: 0.0 Provider Relation: * Business

FICA Amt: 0.0 Living Arrangement: * Select Arrangement

Care Cost: * 353.0 Eligibility Type: * Adult Foster Care

Funding Source: * Select Funding Source

Modified By: Modified Date: 12/15/2009

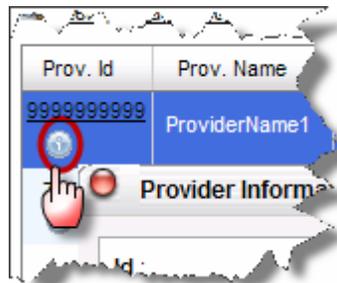
Created By: Created On: 08/20/2008

Close

Topic F - i link

There is a second way to reveal more information; through the i link . To view this additional information, you need to do the following:

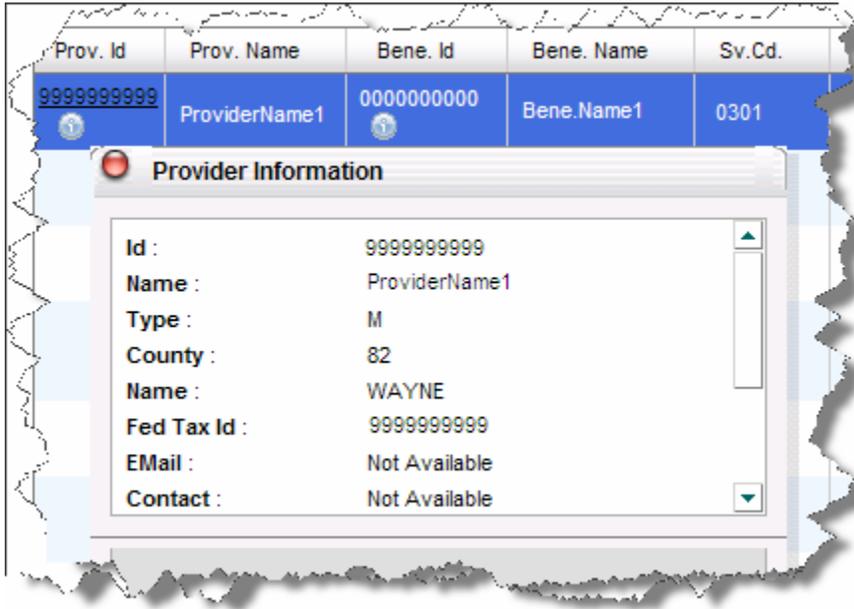
- Click i link button .



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2. Once the button has been selected, a pop-up window will appear with more detailed information.



3. To close the pop-up window, click the red circle in the upper left hand corner.



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LESSON 3 – PAYMENTS

Introduction

The Payments function will allow the user to view payment history.

Lesson Objectives

In this lesson, you will learn how to:

- View/add authorizations
- View payment history

Lesson Topics

- Topic A – Authorize Payments
- Topic B – Payment History (Warrant)
- Topic C – Payment History (Provider)
- Topic D – Payment History (Beneficiary)

Topic A - Authorize Payments

The Authorize Payments section allows the user to view a list of authorized payments.

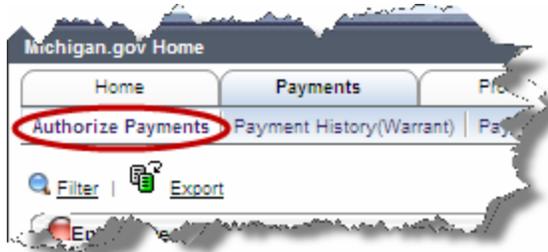
1. To access payment information, click the Payments tab.



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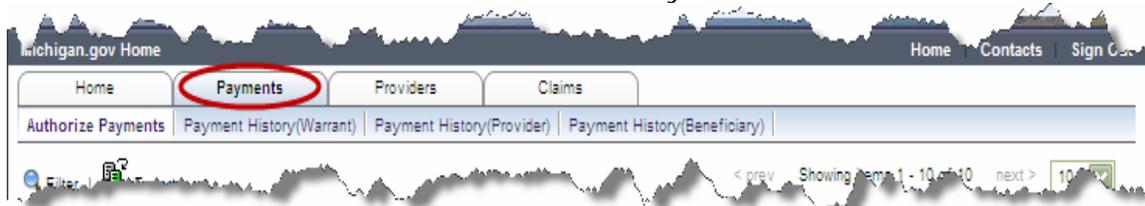
2. Then click the Authorize Payments sub-tab to view a list of authorized payments.



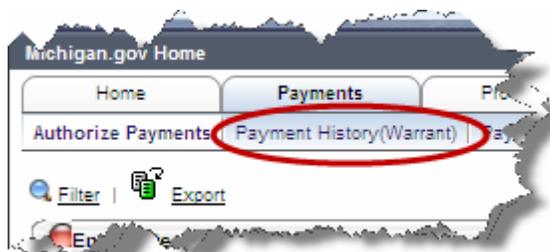
Topic B - Payment History (Warrant)

The payment History (Warrant) section allows the user to view warrant information.

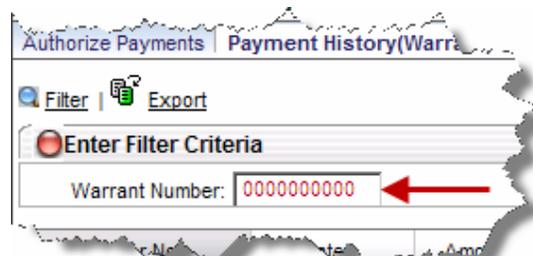
1. To access warrant information, click the Payments tab.



2. Select the Payment History (Warrant) sub-tab.



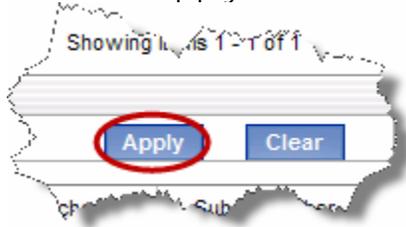
3. Enter filter criteria.



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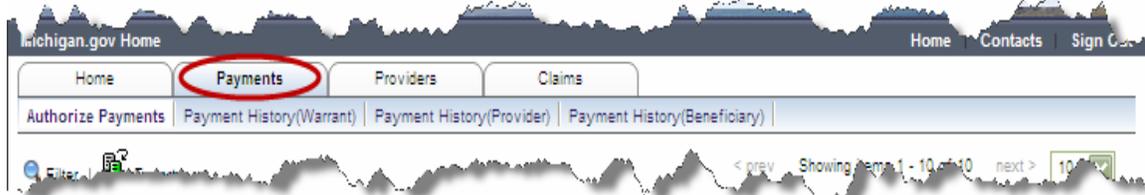
- Click the Apply Button.



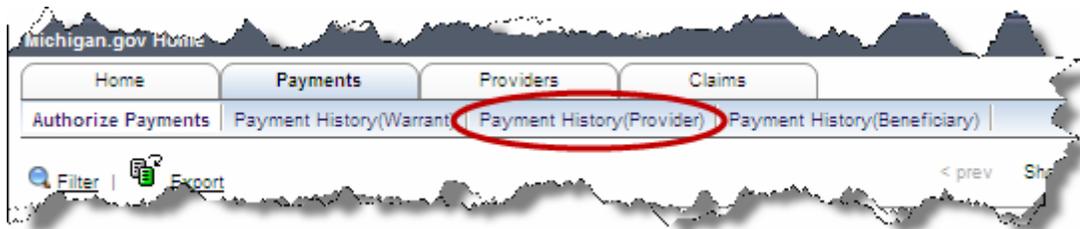
Topic C - Payment History (Provider)

This section allows the user to view payment history information for a particular provider (ex: warrant number, warrant date, amount, etc.).

- To view the Payment History (Provider) tab, click the payments tab.



- Select the Payment History (Provider) sub-tab.



- As a provider, you will NOT have to enter your Provider ID, the system will automatically enter it for you. A list of warrants issued under your provider ID will be displayed.

A screenshot of the Payment History(Provider) page. It shows a table with columns: Wmnt No., Wmnt Dt., Disp., Amount, Wmnt Amt., Wmnt Names, and Address. The table contains three rows of data.

Wmnt No.	Wmnt Dt.	Disp.	Amount	Wmnt Amt.	Wmnt Names	Address
000001			\$179.97	\$179.97	Wmnt Name1	Not Available
000002	04/13/2006		\$174.38	\$174.38	Wmnt Name2	Not Available
000003	04/13/2006		\$174.38	\$174.38	Wmnt Name3	Not Available

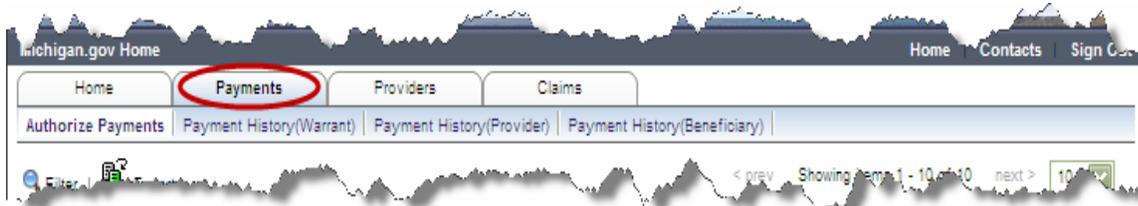
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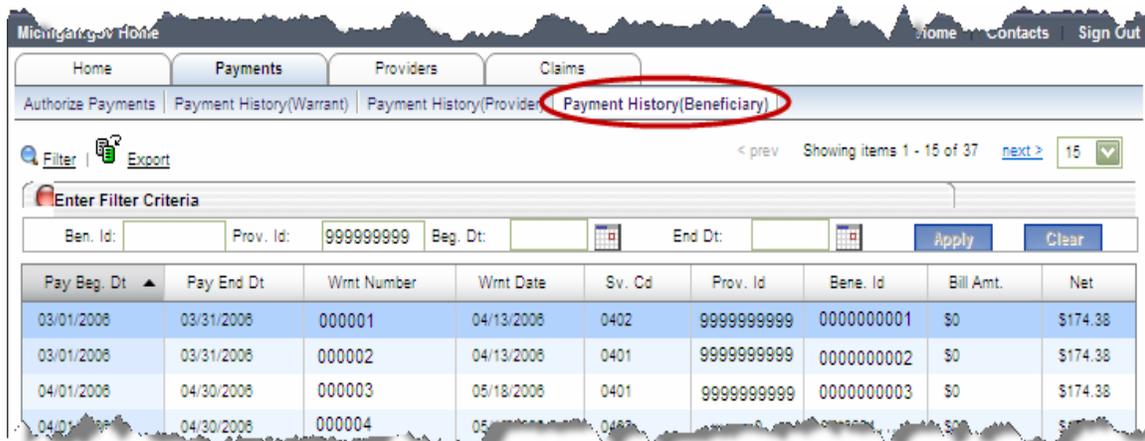
Topic D - Payment History (Beneficiary)

This section allows the user to view payment history information for a particular beneficiary such as: pay beginning/end dates, warrant number, warrant dates, service codes, etc.

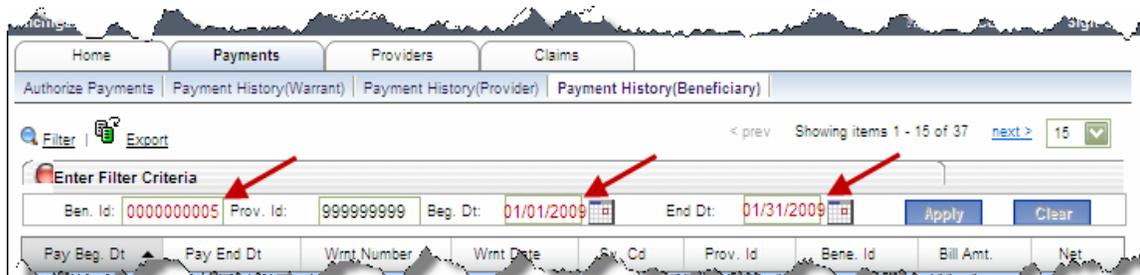
1. To view the Payment History (Beneficiary) tab, click the payments tab.



2. Select the Payment History (Beneficiary) sub-tab to view a complete list of beneficiary payments.



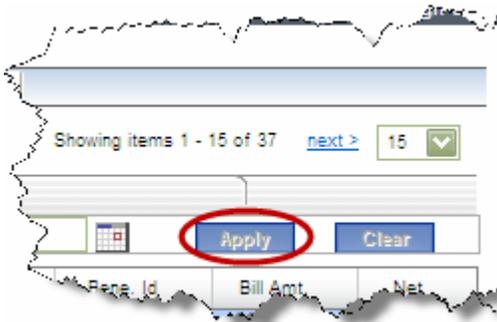
3. Enter the beneficiary ID and/or the dates you wish to filter by in order to narrow down your search.



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4. Click the Apply button.



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LESSON 4 – PROVIDERS

Introduction

The Providers tab allows the user to view their provider information displayed in the ASAP system.

Lesson Objectives

In this lesson, you will learn how to:

- View your provider listing

Lesson Topics

- Topic A – Provider List

Topic A - Provider List

The providers page will generate your provider information.

1. To access your provider information, click the Providers tab.

Provider Id	Business Name	Tax Id / SSN	County	Elg. Type	Begin Date	End Date
9999999999	Business Name	000000000 (S)	OTSEGO	01	03/28/1988	
9999999999	Business Name	000000000 (S)	OTSEGO	02	01/15/2000	

2. To view your profile details, click the Provider ID hyperlink.

Provider Id	Business Name
9999999999	Business Name
9999999999	Business Name

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3. Click the close button to exit this screen.

Michigan.gov Home Home Contacts Sign Out

Home Payments Providers Claims

Manage Providers

Modify Provider

Provider Id: 999999999 Eligibility Type: 01 Enrolling Co: OTSEGO SEIU:

Worker: SSN: 999999999 Birth Date: 01/01/1900 Recipient-ID:

First Name: FirstName Middle Name: Last Name: LastName Pin: 00000

Business Name: BusinessName

Primary Address		Alternate Address		License Information		
Supp-Address:	<input type="text"/>	Name:	<input type="text"/>	Begin Date	End Date	License No.
No-Street:	<input type="text"/>	Supp-Address:	<input type="text"/>			
City:	<input type="text"/>	No-Street:	<input type="text"/>			
County:	<input type="text"/>	City:	<input type="text"/>			
State:	<input type="text"/>	State:	<input type="text"/>			
Zip:	<input type="text"/>	Zip:	00000 <input type="text"/>			
Phone:	<input type="text"/>	Phone:	<input type="text"/>			

Close

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LESSON 5 – CLAIMS

Introduction

The Claims tab will give the user access to a list of claims and the user will be able to submit claims, save and view saved claims and view pending claims.

Lesson Objectives

In this lesson, you will learn how to:

- Add and submit a claim
- Save and view saved claims
- View a pending claim

Lesson Topics

- Topic A – Claims List
- Topic B – Submit Claims
- Topic C – Add A New Claim
- Topic D – Saved Claims
- Topic E – Pending Claims

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Topic A - Claims List

The claims list page provides a detailed list of claims. The claim information included is the claim ID, reference number, provider and beneficiary ID, dates and claim status.

1. To access the list of claims, click the Claims tab.



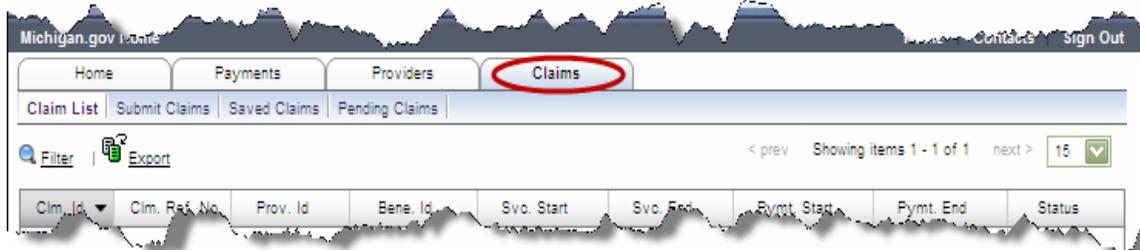
2. Select the Claims List sub-tab and a list of claims will be displayed.



Topic B - Submit Claims

This feature allows the user to submit previously entered saved claims.

1. To access a list of previously entered claims, click the Claims tab.



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2. Select the Submit Claims sub-tab.



3. Enter Filter Criteria and click the Display button.

The screenshot shows the 'Enter Filter Criteria' form. It includes fields for Provider Id (999999999), Service Begin Date (11/01/2009), and Service End Date (11/30/2009). A 'Display' button is circled in red. Below the form is a table with columns: Bene. Id, Svc. Start, Svc. End, Pymt. Start, Pymt. End, a checkbox, Type, and action buttons (minus, plus). The table contains two rows of beneficiary data.

Bene. Id	Svc. Start	Svc. End	Pymt. Start	Pymt. End	✓	Type	✕	+
BeneName1 (000000001)	11/01/2009	11/30/2009	11/01/2009	11/30/2009	<input type="checkbox"/>		-	+
BeneName2 (000000002)	11/01/2009	11/30/2009	11/01/2009	11/30/2009	<input type="checkbox"/>		-	+

4. Check the box(es) of the claim(s) to be submitted.

The screenshot shows the 'Enter Filter Criteria' form with the 'Display' button. The table below has the checkbox for the second beneficiary (First, LastName2) checked and circled in red.

Bene. Id	Svc. C	Svc. Start	Svc. End	Pymt. Start	Pymt. End	✓	Type	✕	+
First, LastName1 (000000001)	0401	11/01/2009	11/30/2009	11/01/2009	11/30/2009	<input type="checkbox"/>		-	+
First, LastName2 (000000002)	0401	11/01/2009	11/30/2009	11/01/2009	11/30/2009	<input checked="" type="checkbox"/>		-	+
First, LastName3 (000000003)	0401	11/01/2009	11/30/2009	11/01/2009	11/30/2009	<input type="checkbox"/>		-	+

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- Click the Submit Claim button.



- To delete a claim, click the red  button.



Topic C - Add A New Claim

This feature allows the user to create and submit a new claim.

- To enter a new claim, first click the Claims tab.



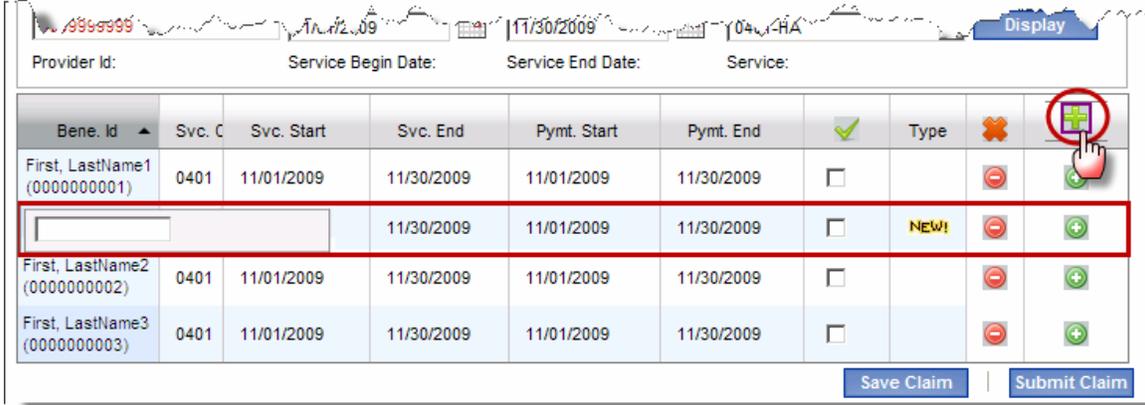
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2. Select the Submit Claims sub-tab.

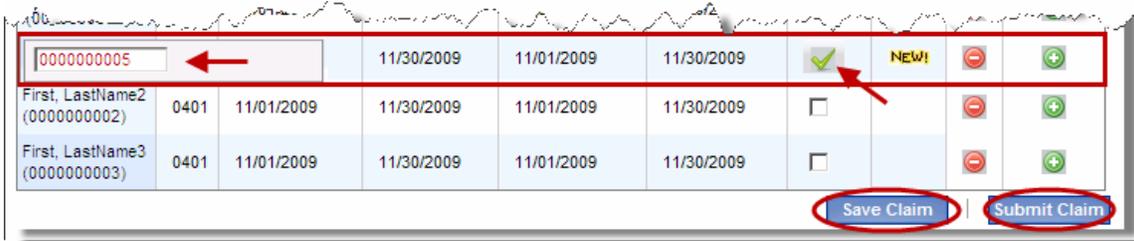


3. Click the plus button .

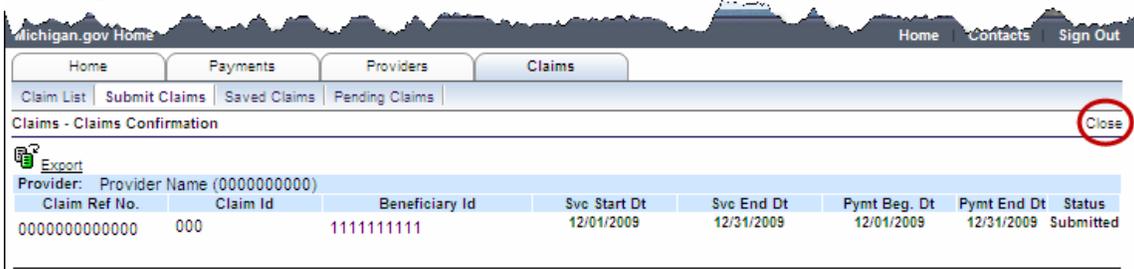


4. Enter the beneficiary information, click the checkmark box and click one of the action buttons at the bottom of the page (Save/Submit Claim).

- 5.



6. When the Submit Claims button is chosen, a claims confirmation will be displayed. To close, click the close button.



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7. To save a claim, check the box of the claim(s) to be saved.

Enter Filter Criteria

9999999999 | 11/01/2009 | 11/30/2009 | 0401-HA | Display

Provider Id: Service Begin Date: Service End Date: Service:

Bene. Id	Svc. C	Svc. Start	Svc. End	Pymt. Start	Pymt. End	<input type="checkbox"/>	Type		
First, LastName1 (0000000001)	0401	11/01/2009	11/30/2009	11/01/2009	11/30/2009	<input type="checkbox"/>			
First, LastName2 (0000000002)	0401	11/01/2009	11/30/2009	11/01/2009	11/30/2009	<input checked="" type="checkbox"/>			
First, LastName3 (0000000003)	0401	11/01/2009	11/30/2009	11/01/2009	11/30/2009	<input type="checkbox"/>			

Save Claim | Submit Claim

8. Click the Save Claim button.

End	<input checked="" type="checkbox"/>	Type		
09	<input type="checkbox"/>			
09	<input type="checkbox"/>			

Save Claim | Submit Claim

9. A saved claim confirmation will be displayed. Click the close button to exit from this screen.

Michigan.gov Home | Home | Payments | Providers | Claims | Home | Contacts | Sign Out

Claim List | Submit Claims | Saved Claims | Pending Claims

Claims - Claims Confirmation Close

Export

Provider: Provider Name (0000000000)

Claim Ref No.	Claim Id	Beneficiary Id	Svc Start Dt	Svc End Dt	Pymt Beg. Dt	Pymt End Dt	Status
000	11111111111		12/01/2009	12/31/2009	12/01/2009	12/31/2009	Saved

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Topic D - Saved Claims

The Saved Claims feature provides the user with a view of saved claims stored in the system.

1. To view a saved claim(s), click the Claims tab.



2. Select the Saved Claims sub-tab.



3. A list of saved claims will be displayed.

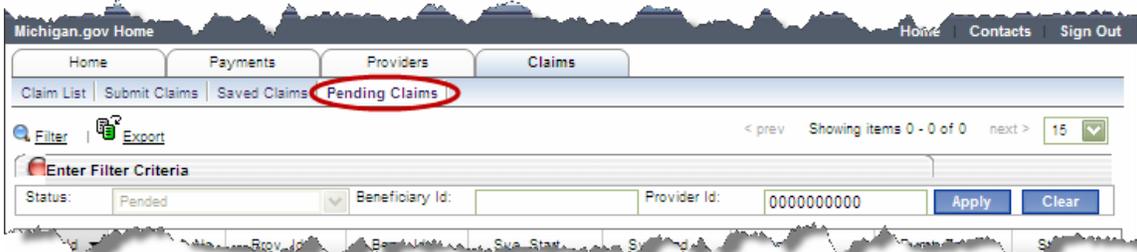
TOPIC E - Pending Claims

The Pending Claims sub-tab allows the user to view pended claim(s).

1. To view pended claim(s), click the Claims tab.



2. Select the Pending Claims sub-tab.



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- Click a hyperlink to open the desired pending claim to view the claim details.

Enter Filter Criteria

Status: Beneficiary: Provider Id:

Clin. Id	Clin. Ref. No	Prov. Id	Bene. Id	Svc. Start	Svc. End	Pymt. Start	Pymt. End	Status
000001	000001	0000000001	9999999991	06/02/2007	06/30/2007	06/02/2007	06/30/2007	Pended
000002	000002	0000000002	9999999992	10/01/2008	10/31/2008	10/01/2008	10/31/2008	Pended
				09/01/2008	09/30/2008	09/01/2008	09/30/2008	Pended

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APPENDIX A – ACRONYMS AND ABBREVIATIONS

Acronym / Abbreviation	Definition
ASAP	Adult Services Authorized Payments
ePHI	Electronic Protected Health Information
HIPAA	Health Insurance Portability and Accountability Act
ID	Identification
MDCH	Michigan Department of Community Health
PHI	Protected Health Information
SSO	Single Sign On