

Using Claims Inquire screen to
find claims “Inprocess” (pending)

Log into CHAMPS through the Single-Sign-On and choose a billing NPI from the list of domains that you have access to. Choose one of the following profiles: CHAMPS Full Access, CHAMPS Limited Access, or Claim Access. If you do not have access to one of these profiles but you need access to submit and view claims, contact the NPI's Domain Administrator.

The screenshot shows the CHAMPS web application interface. At the top, there is a navigation bar with the CHAMPS logo and several menu items: My Inbox, Admin, Provider, Claims, Reference, Member, TPL, Rate Setting, PA, and Contract/MC. Below the navigation bar, there is a welcome message: "Welcome Outreach, Training." and a "Links" dropdown menu set to "--Select-". A "Path" field shows "Provider Portal/ Provider Portal". The main content area features the CHAMPS logo and the text "Community Health Automated Medicaid Processing System". Below the logo, there are two dropdown menus: "Select a Domain:" with the value "Dr John Rambo GROUP 1 000000000" and "Select a Profile:" with the value "CHAMPS Full Access". A "Go" button is next to the profile dropdown. A dropdown menu is open under "Select a Profile:", showing the following options: CHAMPS Full Access, CHAMPS Limited Access, Claims Access, Domain Administrator, Eligibility Inquiry, PA Provider, Prior Authorization Access, Provider Enrollment Access, and View Provider Enrollment. At the bottom of the page, there is a footer with the text: "Page ID: pgSwitchProfile(My Inbox)", "wsw001.80 - Build: V2.0 - 2.0.2", and "Server Time: 10/22/2009 01:02:33 EDT".

On the Provider Portal Page, choose Claim Inquiry on the left side of the screen.

Welcome to MMIS - Microsoft Internet Explorer

CHAMPS My Inbox Admin Provider Claims Reference Member TPL Rate Setting PA Contract/MC

Welcome Outreach, Training. You have logged-in with Dr John Rambo GROUP : 0000000 8 domain and CHAMPS Full Access profile. Links: --Select--

Path: Provider Portal/ Provider Portal/ Provider Portal
NPI: 0000000 Name: VPLWK, MHIIUHB I PG SF

Menu

Provider Portal:

Online Services:

- Provider** Hide/Max
 - Initiate New Enrollment
 - Manage Provider Information
 - Track Application
- Admin** Hide/Max
 - Archived Documents
- Claims** Hide/Max
 - Submit Institutional Claim Inquiry
 - Submit Dental
 - Submit Professional
- Member** Hide/Max
 - Eligibility Inquiry
- Prior Authorization** Hide/Max
 - PA Inquire
 - PA Request List

Welcome! Hide/Max

CHAMPS
Community Health Automated Medicaid Processing System

My Reminders:

Filter By: [] [] [] Go

<input type="checkbox"/>	Alert Type	Alert Message	Alert Date	Due Date	Read
No Records Found !					

Page ID: pgProviderPortal(Provider) Environment: B2BPPROD (Server: wsw001.80 - Build: V2.0 - 2.0.2) Server Time: 10/22/2009 01:06:19 EDT

Step 1

- In the Claim Inquire screen, use the arrow on the first Filter By box to choose "From/To Dates." In the blank boxes next to it, put the range of service dates that you are looking for.

https://sso.state.mi.us/dch-chpoutreach/ecams/CNSIControlServlet - Microsoft Internet Explorer

CHAMPS My Inbox Admin Provider Claims Reference Member TPL Rate Setting PA Contract/MC

Welcome Outreach, Training. You have logged-in with Hospital 1 00000000 domain and CHAMPS Full Access profile. Links: --Select--

Path: Provider Portal/ Inquire Claims/ Provider Portal/ Inquire Claims

Menu

Close

Inquire Claim:

Filter By : From/To Dates 01/01/2008 10/28/2009 And And

With Status Get All Go

<input type="checkbox"/>	TCN ▲▼	From Date ▲▼	To Date ▲▼	Submitted Charges ▲▼	Claim Status ▲▼	Approved Amount ▲▼	Paid Date ▲▼
<input type="checkbox"/>	310918310196804000	04/09/2009	04/10/2009	\$5,830.98	Paid	\$0.00	
<input type="checkbox"/>	310918310196818000	04/03/2009	04/05/2009	\$14,274.50	Paid	\$3,107.75	
<input type="checkbox"/>	310918310196821000	01/26/2009	01/28/2009	\$9,784.56	Paid	\$7,901.22	
<input type="checkbox"/>	310918310196831000	01/15/2009	01/15/2009	\$56.00	Paid	\$0.00	
<input type="checkbox"/>	310918310196836000	03/27/2009	03/27/2009	\$43.00	Denied	\$0.00	07/29/2009
<input type="checkbox"/>	310918310196837000	02/20/2009	02/20/2009	\$43.00	Paid	\$40.55	
<input type="checkbox"/>	310918310196844000	04/15/2009	04/15/2009	\$48.00	Paid	\$40.55	
<input type="checkbox"/>	310918310196847000	04/14/2009	04/14/2009	\$729.00	Paid	\$40.55	
<input type="checkbox"/>	310918310196860000	04/15/2009	04/15/2009	\$35.00	Paid	\$32.15	
<input type="checkbox"/>	310918310196864000	10/21/2008	10/21/2008	\$576.00	Paid	\$89.14	

<< Prev Viewing Page 1 Next >> 2 Go Page Count SaveToXLS

Step 2

- In the second filter by drop down, select "TCN" and use the TCN composition to search for TCNs by the source and Julian date embedded within the number. Enter the first 5 to 7 digits of the TCN(s) you need to status. Then use the wildcard at the end of these digits to find all claims that begin with those numbers. In this example we are looking for all HIPAA electronic 837 claims submitted on July 2, 2009. We entered a range of service dates that encompassed all of our claims in the first filter box, followed by a TCN of "3109183%" in the second filter field.

https://sso.state.mi.us/dch-chpoutreach/ecams/CNSIControlServlet - Microsoft Internet Explorer

CHAMPS My Inbox Admin Provider Claims Reference Member TPL Rate Setting PA Contract/MC

Welcome Outreach, Training. You have logged-in with Hospital 1 00000000 domain and CHAMPS Full Access profile. Links: --Select--

Path: Provider Portal/ Inquire Claims

Menu

Close

Inquire Claim:

Filter By : From/To Dates 01/01/2008 10/26/2009 And TCN 3109183% And

With Status Get All Go

<input type="checkbox"/>	TCN ▲▼	From Date ▲▼	To Date ▲▼	Submitted Charges ▲▼	Claim Status ▲▼	Approved Amount ▲▼	Paid Date ▲▼
<input type="checkbox"/>	310918310196807000	02/07/2009	02/17/2009	\$68,216.52	Paid	\$5,298.16	
<input type="checkbox"/>	310918310196818000	04/03/2009	04/05/2009	\$14,274.50	Paid	\$3,107.75	
<input type="checkbox"/>	310918310196823000	12/30/2008	02/06/2009	\$260,075.16	Paid	\$52,996.91	
<input type="checkbox"/>	310918310196831000	01/15/2009	01/15/2009	\$56.00	Paid	\$0.00	
<input type="checkbox"/>	310918310196833000	01/22/2009	01/22/2009	\$56.00	Paid	\$15.55	
<input type="checkbox"/>	310918310196836000	03/27/2009	03/27/2009	\$43.00	Denied	\$0.00	07/29/2009
<input type="checkbox"/>	310918310196844000	04/15/2009	04/15/2009	\$48.00	Paid	\$40.55	
<input type="checkbox"/>	310918310196847000	04/14/2009	04/14/2009	\$729.00	Paid	\$40.55	
<input type="checkbox"/>	310918310196856000	04/15/2009	04/15/2009	\$67.00	Paid	\$52.77	
<input type="checkbox"/>	310918310196858000	04/14/2009	04/14/2009	\$2,760.00	Paid	\$202.55	

<< Prev Viewing Page 1 Next >> 2 Go Page Count SaveToXLS

Step 3

- In the “With Status” filter by select “In Process” and click the “Go” button.

The screenshot shows the CHAMPS web application interface. The browser address bar displays the URL: <https://sso.state.mi.us/dch-chpoutreach/ecams/CNSIControlServlet>. The application has a navigation menu with tabs for My Inbox, Admin, Provider, Claims, Reference, Member, TPL, Rate Setting, PA, and Contract/MC. The user is logged in as Hospital 1 00000000. The main content area is titled 'Inquire Claim:' and includes a filter section. The filter is set to 'With Status' and 'In Process'. The table below lists 10 claims, all with a status of 'In Process' and an approved amount of \$0.00.

<input type="checkbox"/>	TCN	From Date	To Date	Submitted Charges	Claim Status	Approved Amount	Paid Date
<input type="checkbox"/>	310918310196804000	10/09/2008	10/09/2008	\$346.00	In Process	\$0.00	
<input type="checkbox"/>	310918310196818000	10/09/2008	10/10/2008	\$3,993.36	In Process	\$0.00	
<input type="checkbox"/>	310918310196821000	09/22/2008	09/22/2008	\$2,135.00	In Process	\$0.00	
<input type="checkbox"/>	310918310196831000	10/06/2008	10/06/2008	\$181.00	In Process	\$0.00	
<input type="checkbox"/>	310918310196836000	10/14/2008	10/15/2008	\$290.00	In Process	\$0.00	
<input type="checkbox"/>	310918310196837000	10/07/2008	10/07/2008	\$182.00	In Process	\$0.00	
<input type="checkbox"/>	310918310196844000	10/10/2008	10/10/2008	\$13,677.93	In Process	\$0.00	
<input type="checkbox"/>	310918310196847000	10/08/2008	10/08/2008	\$629.00	In Process	\$0.00	
<input type="checkbox"/>	310918310196860000	04/07/2008	04/30/2008	\$29,503.00	In Process	\$0.00	
<input type="checkbox"/>	310918310196864000	07/19/2008	07/21/2008	\$23,504.75	In Process	\$0.00	

Navigation controls at the bottom include: << Prev, Viewing Page 1, Next >>, 2, Go, Page Count, SaveToXLS.

Special Considerations

- **Pended claims (identified as "In Process" status) will not be reported on paper remittance advice and will not have a paid date in the Claim Inquire screen.**
- **Use the "Save to XLS" button to export the data into an excel spreadsheet. Note that numbers are exported to excel as text so the data fields must be converted to number format before any macros or functions can be added to the spreadsheet. Note also that the internet browser's security settings must allow pop-ups from the CHAMPS website. See the System Configuration and Settings document on the CHAMPS informational website for details.**