

Common CHAMPS Questions

Can you copy and paste into CHAMPS?

Yes. This functionality is allowed in each CHAMPS subsystem. Users can copy and paste using either of the following methods: highlight text and hold down CTL+C (copy) CTL+V (paste) or by highlight text and use your mouse to right click and select “copy” and then right click and select “paste.”

Will CHAMPS time out?

CHAMPS will time out after 30 minutes of inactivity as this is a feature of the Single Sign On Secure Application.

How much data is being stored in CHAMPS?

There will be three years of data converted from MDCH’s old legacy system into the new CHAMPS system.

Is it true I cannot click the “X” button to close a page?

Yes, clicking the “X” button will lock the CHAMPS system in many circumstances. If you inadvertently click the “X” button and lock the system, you can unlock CHAMPS by clicking the F5 button, or log out of CHAMPS session and then log back in again.

Can I run any reports out of CHAMPS?

Yes. By clicking on the Save to XLS button on the list pages in CHAMPS and Filtering by search criteria, a report can be exported to a Microsoft Excel Spreadsheet.

Is it true I can use a wildcard when conducting a search in CHAMPS?

Yes, a percentage (%) sign can be used as a wildcard when using the filter-by functions in CHAMPS. This wildcard cannot be used within the first filter-by in Claim Inquiry.

When do I call the CHAMPS helpline?

Providers should only contact the CHAMPS helpline regarding Domain concerns and general navigational inquiries. For more specific questions regarding policy, billing, and enrollment please contact the appropriate division.