

Common CHAMPS Questions

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1. Can I 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) and then CTL+V (paste) or by highlighting text and using a mouse to right click and select “copy” and then right click and select “paste”.

2. Will CHAMPS Time Out?

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

3. How much data is stored in CHAMPS?

There will be three years of data held within CHAMPS.

4. Is it true that 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 the CHAMPS session and log back in again.

5. Can I run any reports out of CHAMPS?

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

6. 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 within Claim Inquiry.

7. Can I save commonly used 'filter by' criteria within CHAMPS?

Yes. If you are constantly using the same filter by options you can save those by selecting the filter by criteria and selecting save filter the criteria will then be added to your My filters selections.

8. What are 'My Favorites' within CHAMPS?

My favorites are functions within CHAMPS that can be added to the profile and domain sign on page to allow quick access to your most commonly used functions.

9. How can I find the definition of the claim adjustment reason and remark codes that are on my remittance advice?

Claim adjustment reason and remark code definitions are located within the CHAMPS external links feature and the [Washington Publishing Company website](#).

10. How do I obtain a 'Single Sign On' password reset?

Access the MILogin login page at <https://milogintp.michigan.gov> and enter your User ID. Select the Need Password button to answer your security questions.

11. When do I contact Provider Support?

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