

PROVIDER INQUIRER

September, 2010 Quarterly Edition

www.michigan.gov/mdch

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CHAMPS CLAIM ADJUSTMENTS

REMOVE ALL POP UP BLOCKERS AND FIREWALLS

Claim adjustment instructions can be found on our website at: www.michigan.gov/mdch, scroll down until you see the CHAMPS logo under the sleeping baby; click the logo. Scroll down until you see the quick reference guide; the claim adjustments are found on the 4th line, 5th square.

To do a claim adjustment you must sign on to the CHAMPS Single Sign On at: <https://sso.state.mi.us>, select the Domain (Type 2 NPI) you will be performing the adjustment for and 1) choose the claims tab at the top of the page, 2) click on the **Manage Claims** hyperlink, 3) select the hyperlink **Adjust/Void Claim**, 4) use the TCN you wish to adjust and click go, 5) when the claim comes up click **Save** a new TCN will appear in the top left corner (write it down or print), 6) make the necessary changes then click **Save**, then click **Adjust** 7) a drop down box will appear, select **Provider Initiated Adjustment**, 8) place a comment in the comments field and 9) click **Ok**. 10) wait about 15-30 minutes and you

can status you claim.

NOTE: You must have your pop up blocker and firewalls turned off or when you put the TCN in to adjust it will not be found.

CHAMPS CLAIM STATUS

To status a claim you must sign on to Champs and 1) choose the claims tab at the top of the page, 2) select **Inquire Claim**, 3) in the first "filter by" use the pic down arrow and select **TCN**, 4) place the new TCN in the field and click **Go**. This will allow you to status the corrected TCN. To status a claim in CHAMPS for which you do not have a TCN, or you want to find out if a new TCN has been assigned for a corrected claim, 1) choose the claims tab at the top of the page, 2) select **Inquire Claim**, 3) in the first "filter by" use the pic down arrow and select **From** and **To Date** and add the dates of service,

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4) in the next “filter by” select the **Beneficiary ID#**, 5) under the box “Get” select **All**, 6) click **Go**. This should give you all the claims submitted for the dates of service and the beneficiary. You will also be able to see if a claim has been corrected and paid at the correct rate. If it was corrected, it will give you the paid date, if only one line appears as a paid claim and it is at the incorrect rate; these claims should be claim adjusted.

**State of Michigan Offices will be closed
Monday, September 6th, 2010
In observance of:**

Labor Day



Proposed Medicaid Changes

When MDCH creates new or makes changes to current Medicaid policy, such changes must be posted for a 30-day period in order to allow for public comment prior to becoming final policy. All comments must be submitted by the comment due date. Proposed Medicaid policy may be reviewed at: www.michigan.gov/medicaidproviders >>Policy and Forms.

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New Policy Bulletins

The bulletins below were published during the previous month. It is very important that all providers are aware of new Policy Bulletins that are published. All applicable Policy Bulletins will be incorporated into the new quarter of the on-line updated Medicaid Manual. To view the new policy bulletins online you can visit www.michigan.gov/medicaidproviders >> Policy and Forms. If you have any questions on the Policy Bulletins above, please contact Provider Inquiry at 1-800-292-2550 or ProviderSupport@michigan.gov.

Issue Date	Bulletin Number	Subject
August 10, 2010	MSA 10-30	Pharmacy Vaccine Administration Reimbursement for Seasonal Influenza Administration
July 15, 2010	MSA 10-28	Inpatient Hospital Payment Reduction
July 1, 2010	MSA 10-27	Healthcare Common Procedure Coding System (HCPCS)/Current Procedural Terminology (CPT) Code Updates
July 1, 2010	MSA 10-26	National Drug Code (NDC) Reporting for Outpatient Drugs Dispensed to Individuals Enrolled in Medicaid Health Plans
July 1, 2010	MSA 10-25	Changes in Hearing Aid Standards of Coverage and Documentation Requirements for Unilateral Hearing Loss
July 1, 2010	MSA 10-24	Non-Available Bed Plans
June 15, 2010	MSA 10-23	Ambulatory Surgical Centers - Recognition and Reimbursement
June 1, 2010	MSA 10-22	Updates to the Medicaid Provider Manual; Correction/Clarification to Bulletin MSA 10-11
June 1, 2010	MSA 10-21	Home Help Provider Agreement
June 1, 2010	MSA 10-18	Maternal Infant Health Program Policy Chapter

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THE CORNER

Community Health Automated Medicaid Processing System

HAPPY BIRTHDAY CHAMPS!



It's hard to believe that it's been one year since CHAMPS took on the complex duties of a Medicaid Management Information System (MMIS). CHAMPS is the first completely web-based system of its kind in the U.S., and is revolutionizing Medicaid in Michigan. The system supports 2 million beneficiaries, 53,000 providers, 38 benefit plans, and more than 2,500 users, which makes it one of the top rated Internet sites in the state.

Since going live with its major system components in September 2009, CHAMPS has exceeded expectations, handling millions of dollars a day in reimbursements for doctors, dentists, hospitals and nursing homes across the state. The system has not missed a single payment cycle and is expected to process 56 million claims and encounters, totaling \$10 billion in payments on an annual basis for both fee-for-service and managed care recipients.

Like all new systems, CHAMPS has seen its share of challenges. The state continues to iron out minor issues identified during the course of operations and these matters have been handled effectively without affecting beneficiaries' access to care. Overall, in its first year, CHAMPS has exceeded expectations for its speed and accuracy.

Over the next year, Provider Relations will continue to improve the support and training necessary to expand on the successes of CHAMPS' first year of service to the Medicaid provider community. Please, visit the training and communications webpage regularly for updated training dates, locations, and registration information: www.michigan.gov/medicaidproviders>> Communication and Training>> Medicaid Provider Training Sessions.

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Occupational Therapists & Occupational Therapist Assistants:

Pursuant to Public Act 523, effective January 13, 2009, Occupational Therapists and Occupational Therapist Assistants must be licensed in the State of Michigan. For more information regarding rules and regulations for this group go to www.michigan.gov/healthlicense and click on Occupational Therapy.

Topic Suggestions for the Provider Inquirer:

Do you have a particular billing topic you would like Outreach and Education to address in the next quarterly edition of the Provider Inquirer? If so, submit your suggestion to: provideroutreach@michigan.gov. In the subject line type: Provider Inquirer. Please submit your suggestion(s) at least one month prior to the next edition, Outreach and Education will try to accommodate your suggestion. The Provider Inquirer is released the third month of the quarter (i.e. March, June, September and December).