



STATE OF MICHIGAN

DEPARTMENT OF COMMUNITY HEALTH  
LANSING

JENNIFER M. GRANHOLM  
GOVERNOR

JANET OLSZEWSKI  
DIRECTOR

September 14, 2009

Dear Medicaid Provider:

**Subject: Community Health Automated Medicaid Processing System (CHAMPS)  
Official Go-Live Date is September 18, 2009**

The Michigan Department of Community Health (MDCH) is implementing a new Medicaid Management Information System known as CHAMPS on September 18, 2009. CHAMPS is an on-line system that can be used to complete or update provider enrollment information, submit claims, check the status of submitted claims, complete prior authorization requests, check beneficiary Medicaid eligibility, and conduct a number of other Medicaid business transactions. CHAMPS is free for Medicaid providers.

CHAMPS Information

MDCH created a number of methods for providers to access CHAMPS information or receive assistance. These methods include the following:

- CHAMPS web page – Providers may access CHAMPS reference materials and implementation updates that are posted on the MDCH website at the following address: [www.michigan.gov/mdch](http://www.michigan.gov/mdch) then click on the CHAMPS logo, which will take you directly to the CHAMPS web page. This web page will continue to be updated during the CHAMPS implementation process.
- CHAMPS e-mail – Providers may submit questions or concerns via e-mail to [CHAMPS@michigan.gov](mailto:CHAMPS@michigan.gov).
- CHAMPS Help Line – Providers may call the CHAMPS Help Line at 1-888-643-2408 to speak to a CHAMPS representative.
- CHAMPS Medicaid Policy Bulletins – MDCH promulgated two separate CHAMPS bulletins (MSA 09-46 and MSA 09-30) that provide greater detail of the CHAMPS business processes. These bulletins were mailed to all providers and are also available on the MDCH website at [www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Medicaid Policy Bulletins.

Go-Live Pay Cycle Changes

Due to the transition from the old claims processing system to CHAMPS, the Medical Services Administration (MSA) will not make any payments on pay cycle 38, which is pay date September 23, 2009. Pay cycle 39, which is pay date September 30, 2009, will include payments for both pay cycle 38 and pay cycle 39.

Hospital Medicaid Interim Payment (MIP) program payments and Quality Assurance Supplement (QAS) payments for Long Term Care Facilities that were originally scheduled for pay cycle 38 will be processed a week early on pay cycle 37, which is pay date September 16, 2009.

Providers are reminded to work with MDCH or the Medicaid Health Plans as applicable to resolve any billing issues. If you believe that a claim was rejected in error or you have other CHAMPS related questions, please contact the CHAMPS Help Line. Per Medicaid policy, providers may not bill the beneficiary for any rejected claims. Should you have other questions or concerns, you may also contact the Provider Inquiry Help Line at 1-800-292-2550.

Sincerely,

Stephen Fitton, Acting Director  
Medical Services Administration