

Prior Authorization Numbers in CHAMPS

Providers have been experiencing a range of issues related to the use of prior authorization numbers on their claims. There were some changes to the format of the number. Pre-existing PA numbers remained their original 9-digits (i.g. 999999999). Pre-existing PACER numbers will appear in the PA system with the letter M added to the beginning, making them 10-digits (i.g. M999999999). The M was necessary to maintain the uniqueness of the PACER numbers as they were combined into one database with authorizations from other business areas. Providers should not include the M when billing though the 'M' is necessary when querying the CHAMPS PA system. New Prior Authorizations and PACERs created in CHAMPS are now 10-digits, all numeric (i.g. 1111111111). These new PAs should be reported as 10-digits on claims.

If a provider has received a letter from PA in the past with a PA number on it but the number cannot be found in CHAMPS, please fax the original PA letter to the Prior Authorization Unit explaining that the PA cannot be found in CHAMPS so that they can re-enter the PA data into CHAMPS.

MDCH is also investigating issues related to billing multiple lines of prior authorized services. Currently providers are reporting that only the first line is being paid and subsequent claim lines are being denied. Providers will continue to be informed of resolutions to these issues as soon as they have been finalized.