

PROVIDER INQUIRER

September 1st, 2008

www.michigan.gov/mdch

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Michigan Medicaid Nursing Facility Level of Care Determination

The Michigan Medicaid Nursing Facility Level of Care Determination (LOCD) was implemented as policy on November 1, 2004. The policy was incorporated into the Medicaid Provider Manual, Nursing Facility Coverages chapter, under Section 4 - Beneficiary Eligibility and Admission Process. This chapter may be found at the link below:

<http://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>

CLAIMS ISSUES RELATED TO THE LOCD

When Michigan's Medicaid payment system encounters a Medicaid reimbursement issue related to the LOCD, Remittance Advice (RA) code 682 will appear on the claim for nursing facilities and RA 683 will appear on the claim for waiver agencies. Remittance Advice codes 682 and 683 are triggered for the same reasons:

1. No LOCD was entered in the online LOCD system.
2. LOCD is in the system, but no Medicaid Beneficiary ID was entered on the online LOCD.
3. LOCD is in the system with the Medicaid Beneficiary ID, but the Medicaid Beneficiary ID was entered on the LOCD **after** the billing date, i.e., billed 8.3.2008, Medicaid Beneficiary ID added to the online LOCD on 8.11.2008. **THIS IS THE MOST COMMON REASON WHY A CLAIM IS REJECTED.**
4. LOCD is in the system, but the Medicaid Beneficiary ID is the wrong Medicaid ID for the beneficiary billed for.
5. LOCD is in the system, but the dates of services billed for precede the date the LOCD was entered online (less fourteen day grace period), i.e., billed for dates of service 8.3.2008 through 8.30.2008, LOCD entered online on 9.17.2008. This is a late LOCD.

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Note: Department of Human Services: Level of Care Code must be 02 or 22. If not, please contact your local DHS.

You may not bill Medicaid for a beneficiary that **does not meet the LOCD**, even if the beneficiary is Medicaid financially eligible. The claim will reject.

You may not bill Medicaid if the beneficiary **does meet** the LOCD, but **does not meet** Medicaid financial eligibility requirements. The claim will reject.

Remittance Advice code 682/683 will **not** trigger (claim will pay), under the following LOCD scenarios:

1. First name and/or last name spelled incorrectly. Can't correct. Claim will still pay.
2. First name entered as last name, last name entered as first name. Can't correct. Claim will still pay.
3. Incorrect date of birth. Can't correct. Claim will still pay.
4. More than one eligible online LOCD for the same beneficiary, under the same provider. Can't delete first LOCD. Claim will still pay.

CONTACTS:

All claims issues: Provider Inquiry 1.800.292.2550, or email ProviderSupport@Michigan.gov

LOCD Log-In Issues: Department of Information Technology 517.241.9700, press #1, press #2



The State of Michigan Offices will be closed:

Monday, September 1, 2008

In Observance of:

Labor Day



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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 15, 2008	MSA 08-35	Tamper Resistant Pad Policy
August 15, 2008	MSA 08-34	Establishment of Outpatient Uncompensated Care DSH Pool
August 8, 2008	MSA 08-37	Inpatient Hospital Payment Reduction
August 1, 2008	MSA 08-33	Extension of CHAMPS Provider Enrollment Revalidation Process
August 1, 2008	MSA 08-30	Medicare Enrollment for Providers of Durable Medical Equipment, Prosthetics, Orthotics and Supplies
August 1, 2008	MSA 08-29	Oxygen Policy Language

Proposed Medicaid Changes

Below are the proposed Policy Bulletins that are posted online. Please review them online at www.michigan.gov/medicaidproviders >>Policy and Forms. Make sure all comments have been submitted by the Comment Due Date below.

Comment Due Date	Notice Number	Subject
September 24, 2008	0822-CSHCS	CSHCS Hospice Benefit
September 18, 2008	0819-SPE	Single Point of Entry (Long-Term Care Connection) Demonstration Project

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THE CORNER

Community Health Automated Medicaid Processing System

Last Warning

The first phase of the CHAMPS project, Provider Enrollment, has been up and running since March 31st, 2008. A deadline has been set for October 1st, 2008 for all enrolled providers to revalidate their information in the CHAMPS system. If your revalidation has not been completed by September 30th, 2008, Michigan Department of Community Health is going to disenroll you as an active Provider with Medicaid. All claims with date of service on 10/1/08 and after will be rejected if the provider has not been revalidated prior to Oct 1st 2008.

Four Easy Steps to Revalidation

- 1.) Register on SSO
- 2.) Subscribe to CHAMPS
- 3.) Track Application
- 4.) Submit Application

1.) Register on SSO - New SSO Users

Register on State of Michigan Single Sign On (SSO - <https://sso.state.mi.us>) by providing your name, phone number, and email. Your temporary SSO password is automatically emailed to the email address you provide in the registration (check junk or spam mailbox if you do not receive your password in your email "In Box"). Return to the SSO using your User/Account ID and temporary password to log into the SSO. Change your password to something you can remember and complete the security questions that you may use in case you forget your password in the future.

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2.) Subscribe to CHAMPS - New CHAMPS Users

Once completely registered for the SSO, you will see the Application Portal. Click on the "Subscribe to Applications" hyperlink near the bottom of the screen. Choose CHAMPS in both the left and right drop-downs. Proceed through the subscription process and submit your subscription request. If you have successfully completed each step and submitted your request, you can immediately log into the SSO and find a link to CHAMPS in your Application Portal. You may need to "Sign Off" of the SSO once or twice before your Application Portal reveals the CHAMPS link.

3.) Track Application

Once you are signed into the SSO, click on the CHAMPS link in your Application Portal to enter CHAMPS. Make sure you are in the "Provider" tab near the top of the screen. Use the Menu button to go to the "Track Application" screen. Enter the 14-digit Application ID that you received on your green CHAMPS welcome letter in March. If you do not have your provider's Application ID, contact the CHAMPS Helpline.

4.) Submit Application

Use the blue hyperlinks in the application to view the provider's enrollment details. Use the CHAMPS navigation buttons (i.e. Confirm, Validate, Next, Close, Save, Add, etc.) and drop-down options to validate and update the Provider's information in each step of the application. Use the check boxes next to items within a list to delete erroneous information from the list.

In the last step, use the "Next" navigation button to view the Third Party Trading Agreement. Check the box at the bottom of the screen, and then use the "Submit Application" button at the top. The application will be reviewed by Medicaid Provider Enrollment and MSA Finance and Policy staff. If any information is missing, the application may be rejected or reopened. Track the application weekly to see if the application has been approved, rejected, or reopened. If the application has been reopened, contact the CHAMPS Helpline to find out what information is necessary before submitting the application again.

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Three tips to expediting the revalidation process for Non-Individual Applications:

- 1) In the second step, called Add Locations, click on each item listed under "Location Type". Then click on the Address Type of Location to validate and save the Location Address. After validating the Location Address, click on the "Add Address" button to add a Correspondence Address and, if desired, a Remittance Advice Address. Remittance Advice Address is optional. Go to www.michigan.gov/mdch click on CHAMPS, and find more detailed and illustrated instructions under "Resources".
- 2) In the step called "Add Ownership Details" (Step 6 or 7 depending on the type of enrollment), is labeled as "optional" but is, in fact, a required field. An update is going into CHAMPS to change this from an optional field to a required field. An application without ownership information will not be approved.
- 3) **Include an email address** in either the Basic Information or Add Locations steps to facilitate faster, more traceable communication that may resolve any current or future provider enrollment issues. You can update email addresses in CHAMPS to ensure that the appropriate staff receives critical information.



Questions regarding the CHAMPS Provider Enrollment system should be addressed to the CHAMPS Helpline:

1-888-643-2408
CHAMPS@michigan.gov