

MDCH has a scheduled CHAMPS system outage from Thursday March 25, 2010 through Sunday March 28, 2010 to prepare for the upcoming release for Encounter data. During this time the CHAMPS screens will be unavailable for all users. Provider payments and Remittance Advices will be generated as normal.

Member eligibility verification through the 270/271 process will be available Thursday March 25, 2010 at 10:00 a.m. and will continue to be available throughout the outage period. If you use the CHAMPS system to verify eligibility through the screens, you can contact the CHAMPS Helpline at 888-643-2408 as a work around to verify member eligibility while the CHAMPS system is unavailable.

Providers will still be able to submit claims through the Data Exchange Gateway (DEG). HIPAA 997 Acknowledgement files will not be provided on Thursday March 25, 2010 from 5:00 a.m. until noon. Providers will need to wait until Monday, March 29, 2010 when CHAMPS is available to enter claim information through Direct Data Entry or check claim status information.

The CRM system will be available for MDCH staff and Health Plans during this time. This will allow our Third Party Liability area to continue to make updates to other insurance on member eligibility records.

If you have any questions, please contact the Medicaid Provider Support Helpline at 800-292-2550 or providersupport@michigan.gov or the CHAMPS Helpline at 888-643-2408 or CHAMPS@michigan.gov.