

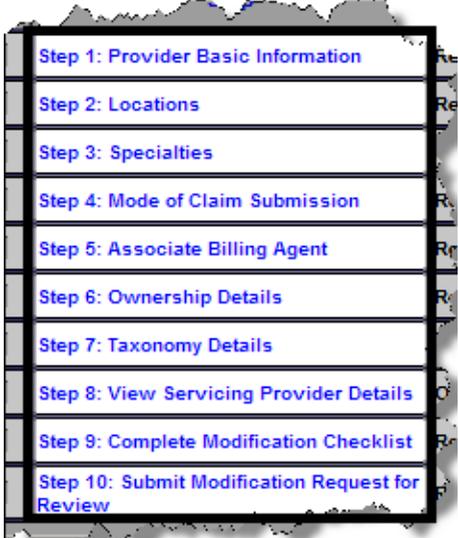


Manage Individual, Group, FAO, and Billing Agent



Business Rules

- All modification requests must be submitted for **State Review** within **7 calendar days** of the start date or they will be deleted.
- Within the application, the required fields are marked with an asterisk (*).
- When using the **Filter By** feature, the percent sign (%) acts as a wildcard. It can be used in conjunction with search criteria or by itself. The wildcard does not work on date fields.
- Enter the **Start** and **End Dates** using the **mm/dd/yyyy** format.
- Use the **Undo Update** button to undo changes one step at a time.
- Use the **Cancel** button to close out of a window, **DO NOT** click the to exit the page. If the button is used by mistake, press the **F5** button on your keyboard to refresh the page.
- Contact the **CHAMPS Helpline** at **1-800-292-2550** or ProviderSupport@michigan.gov to receive expert assistance.

ACTION	MANAGE PROVIDER LOGIN	NOTES
LOGIN TO CHAMPS	<ol style="list-style-type: none"> Access CHAMPS using MI Login Follow CHAMPS login screen prompts 	<ul style="list-style-type: none"> Must apply for access to CHAMPS System.
ACTION	MANAGE PROVIDER – MODIFY AND SUBMIT PROVIDER RECORDS	NOTES
MODIFY AND SUBMIT PROVIDER RECORDS via the BUSINESS PROCESS WIZARD	<ol style="list-style-type: none"> Click the Manage Provider Information hyperlink Click on the desired Business Process Wizard Step and make your desired changes Click the Save <input type="button" value="Save"/> button Click the Close <input type="button" value="Close"/> button. The page refreshes and returns to the Business Process Wizard page Click the Complete Modification Checklist hyperlink from the Business Process Wizard Answer each question by selecting appropriate answer from the Answer drop-down list Add comments in Comments section if required Click the Save <input type="button" value="Save"/> button Click the Close <input type="button" value="Close"/> button Click the Submit Modification Request for Review hyperlink Click the Submit for Modification <input type="button" value="Submit for Modification"/> button Click OK on pop-up message. The page refreshes and returns to the Business Process Wizard 	<ul style="list-style-type: none"> The Group Business Process Wizard is shown below. 



ACTION	MANAGE PROVIDER – VIEW SERVICING PROVIDER DETAILS (GROUP & FAO)	NOTES
VIEW SERVICING PROVIDER DETAILS	<ol style="list-style-type: none"> 1. Click the Manage Provider Information hyperlink 2. Click the View Servicing Provider Details hyperlink 3. Click the Close <input type="button" value="Close"/> button. 	<ul style="list-style-type: none"> • The View Servicing Provider Details hyperlink shows Groups and FAO's a list of which Providers have associated to their NPI. • The View Servicing Provider Details hyperlink is only listed on the Business Process Wizard for a Group and FAO.