



Existing Contract and Payment Express Users

Providers who had an active account in Contract and Payment Express (C&PE) on or before June 30, 2017 were converted to SIGMA Vendor Self Service (SIGMA VSS). Providers who were converted from C&PE to SIGMA VSS can now claim their account in SIGMA VSS.

What does it mean to “Claim Your Account”?

“Claim Your Account” means to activate your converted C&PE account within SIGMA VSS. By claiming ones account in SIGMA VSS you make the account accessible for updates. Updates include any information within SIGMA VSS such as registration, banking information, email address, look at payment information or change who has access to the account.

Any address change will need to go through the appropriate channel for updates (e.g., CHAMPS, Local County Worker or Community Mental Health). SIGMA VSS is not the system of record for Medical Providers or Atypical Providers.

Do I have to claim my account?

In order to update any information within SIGMA VSS such as registration, banking information, email address or change who has access, you will need to claim your account. Claiming your account is the first step in being able to access your information within SIGMA VSS.

Will I have to eventually claim my account if I want to access SIGMA VSS?

Yes, if you want to update any information within SIGMA VSS or make your account accessible, you will need to eventually claim your account.

What if I do not claim my account?

If you do not claim your account you will not be able to log into SIGMA VSS to maintain your business information, your banking information or see all of your payment information.

Will I still receive payment if I have not claimed my account?

Vendors do not need to claim their account to receive payment. If your vendor status is active within SIGMA VSS and you are actively enrolled in your applicable program (e.g., CHAMPS, ASAP, Bridges) then you are eligible to be paid.

Tools for claiming ones account:

- [VSS User Guide for Existing Vendors pdf](#)
- [VSS Claim Your Account Tutorial](#)
- [SIGMA Vendor Self Service](#)

For more information on SIGMA’s major improvements, visit Michigan.gov/SIGMAVSS

Additional SIGMA resources and Provider information can be found at Michigan.gov/MedicaidProviders

For questions please contact the SIGMA Vendor Customer Support Center (VCSC) at SIGMA-Vendor@Michigan.gov or by phone at (888) 734-9749.