Michigan Department of Health & Human Services

DMP Messaging Function

"Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time."

-Provider Relations

Agenda

- Who can use messaging?
- Messaging overview
- How do you access messaging?
- Receiving and responding to messages

MDHHS
Michigan Department of Health & Human Services

Predictive Modeling Suspended Claims

- In an attempt to reduce denials for missing document(s) after the initial review of submitted documentation is complete, MDHHS offers a messaging function within the Documentation Management Portal (DMP).
- The messaging function is only utilized for medical documentation submitted via DMP or FAX. It is not available for documentation submitted via mail.
- Messaging will allow MDHHS staff to communicate to Medicaid providers and request documentation that is determined to be missing or inadequate to support the services rendered.

Messaging Overview

- DMP has the capability to message providers directly about specific predictive modeling claim documentation.
- The message will be attached to the documentation within the DMP
- The provider will receive an email notification when a new message is in the DMP message inbox -

  The email notification is sent to the email address associated to the MiLogin user id in CHAMPS.

  Make sure that the MDHHS email address is saved in your address book to eliminate messages going to SPAM or JUNK.

  mdhhs-medicaidpayments@Michigan.gov

Two ways to Access Messaging

- Within Document Management Portal (DMP), the Messages tab (to view all messages); or

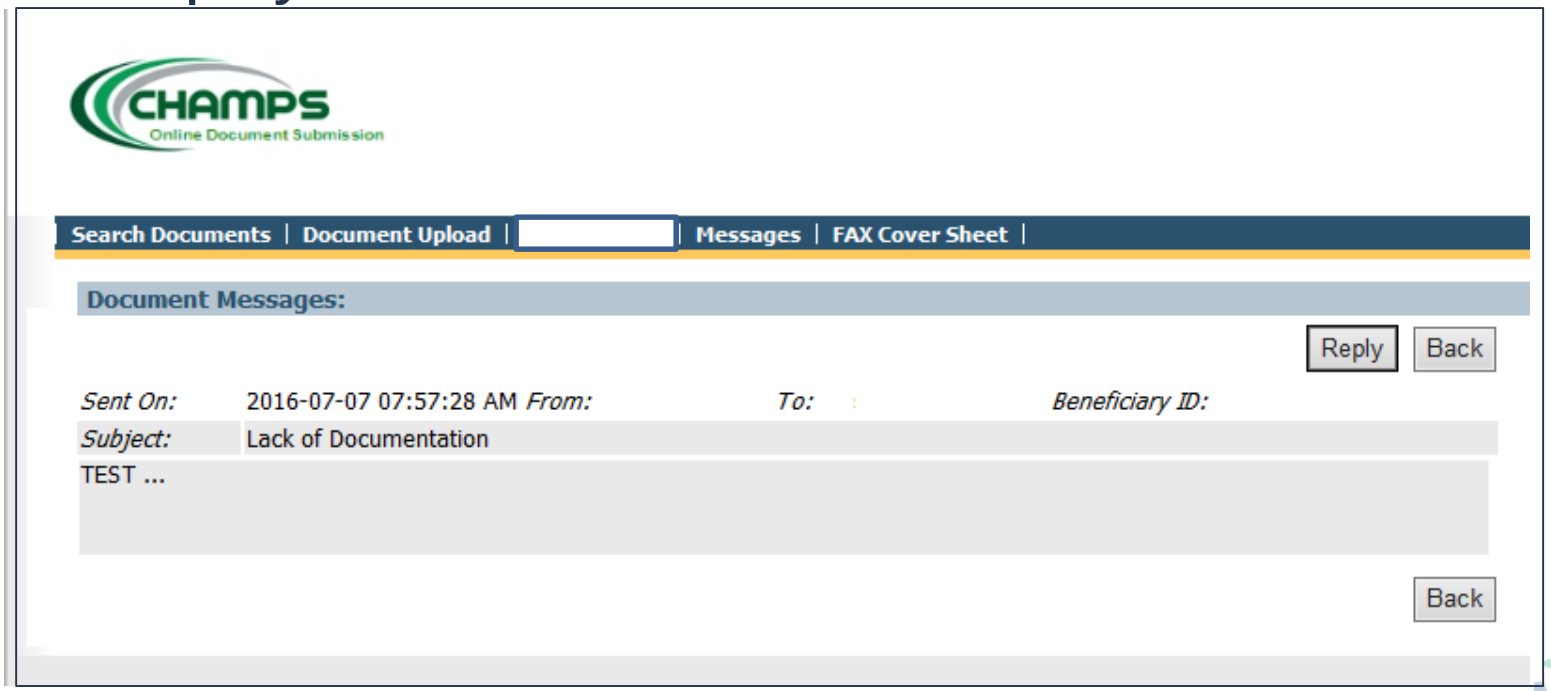
- The message ICON (message specific to TCN suspending).

DMP Messaging

- Message will show two statuses:
  - Read
  - Unread
- Messages can be sorted by
  - Received on Date
  - Beneficiary ID number
  - To
  - From
  - Subject
  - Status

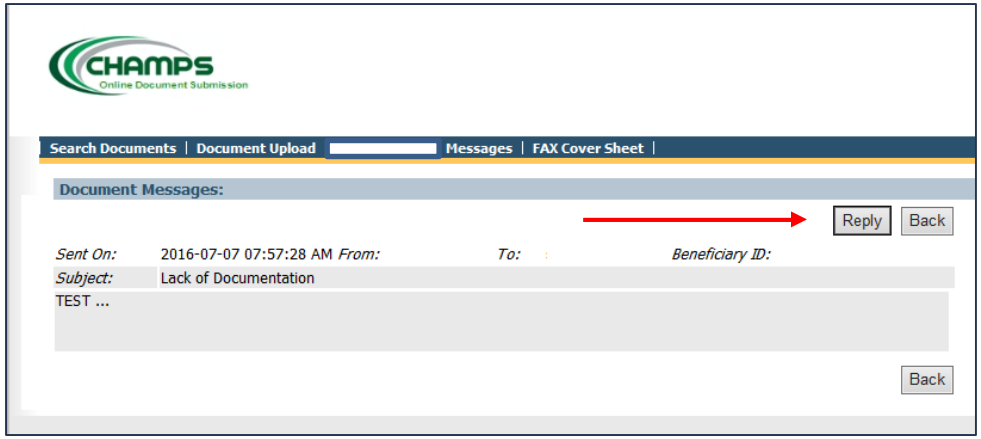
DMP Messaging

- Once you receive an email notifying you there is a new message, open the message VIA the Message tab or ICON and the message will display.



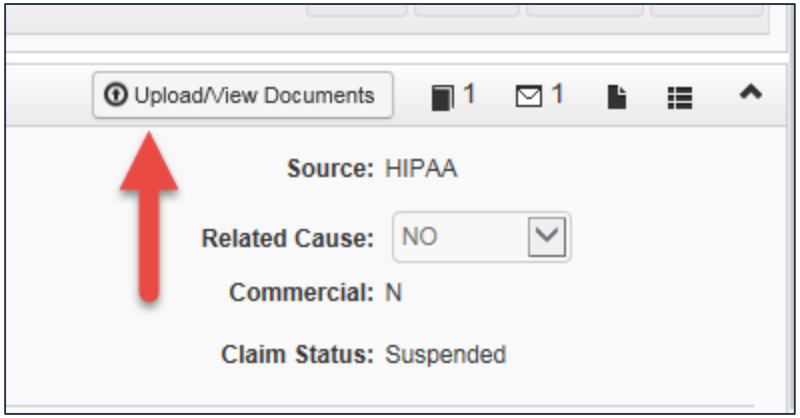
DMP Messaging

- Within the user message screen, click Reply to respond back to the message from MDHHS.
- There is a 250 character limit.
- Providers have 10 business days from the date message was sent to upload documents or respond via message. Click ok to return to the user message screen.



DMP Messaging

- Once a message is received from MDHHS requesting document (s) and you have replied back via message to MDHHS:
  - Locate the suspended claim in CHAMPS and upload the requested documentation. Click the Upload/View Documents button to upload.



DMP Messaging

- MDHHS will send a message to the provider indicating which document (s) is needed and the provider will have **10 business days** to upload additional requested documentation and respond back to MDHHS via DMP messaging. If the documentation is too large to upload via DMP or FAX, please reply via messaging that the documentation will be sent via mail.
- If you believe the documentation requested via the MDHHS message request is already within your original submission, respond via messaging within **10 business days** specifying the location of this documentation. Please include the unique identifier of where the requested documentation is located to expedite the review of your claim.

Provider Resources

- **MDHHS website:** www.michigan.gov/medicaidproviders

- **We continue to update our Provider Resources, just click on the links below:**
  - Listserv Instructions
  - Medicaid Provider Alerts and Resources
  - CHAMPS Website
  - Update Other Insurance NOW!
  - Medicaid Provider Training Sessions
  - Provider Enrollment Website

- **Provider Support:**
  - ProviderSupport@Michigan.gov or 1-800-292-2550

Thank you for participating in the Michigan Medicaid Program

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