

# CHAMPS COMMON QUESTIONS

1. If a group or entity's provider enrollment, credentialing, or billing staff enroll a rendering/servicing provider's information, how is the rendering/servicing provider held accountable for the information in the system?
  - The Attorney General's office worked with us to design a template the entity or group may use to have the provider sign and keep on file in their office. This template authorizes the provider enrollment person to enroll the information for the individual providers. MDCH does not keep this template on file. This template can be found at: <http://michigan.gov/documents/mdch/> >> CHAMPS >> Electronic Signature
2. Will "Ownership" be able to be completed by someone other than the designated provider enrollment person?
  - A provider's enrollment can be accessed and updated by multiple users at different times using the secure application number, but there will not be a way to hide the "Ownership" from specific users.
3. How many levels of "Ownership Interest in Other Medicare/Medicaid Entities" will be required to be completed?
  - If the employed provider has greater than 5% interest in another Medicare or Medicaid Entity, this will need to be reported.
4. What are we doing with the question "Are you accepting new Medicaid clients"?
  - This will be used to help our Beneficiaries when they call our Beneficiary Helpline and are trying to find a new provider. It will be important for the providers to keep this updated. Providers can continue to accept Medicaid Beneficiaries on a case by case basis.
5. Can you copy and paste into CHAMPS?
  - Yes
6. Does Medicaid Health Plans Provider information get updated from CHAMPS?
  - No, Medicaid Health Plans will continue to maintain their own Provider Enrollment, Benefits Administration, Prior Authorization, and Claims Processing Systems. Only Fee-For-Service Medicaid information should be submitted to CHAMPS.
7. Claims Questions
  - These will be answered fully when the Outreach Staff begins the second round of training which will include training on the Claims Subsystem.
8. Will CHAMPS time out?
  - CHAMPS will time out after 30 minutes of inactivity as this is a feature of the Single Sign On Secure Application
9. New Enrollment Notification
  - A new enrollment will receive a Welcome Letter upon approval, once the entire CHAMPS system is up and running.