CHAMPS Reference: How to status claims

This serves as a reminder of current Medicaid Policy as outlined in the Medicaid Provider Manual, in both the Billing & Reimbursement for Professionals and Billing & Reimbursement for Institutional Providers, Section Remittance Advice:

"A Remittance Advice (RA) is produced to inform providers about the status of their claims. RAs are available in paper and electronic formats, and utilize the HIPAA-compliant national standard claim adjustment group codes, claim adjustment reason codes, and remarks codes, as well as adjustment reason codes, to report claim status. Code definitions are available from the Washington Publishing Company."

It is a provider's responsibility to review the claim adjustment reason codes (CARC) and remittance advice remark codes (RARC) on their RA to determine why a claim(s) denied or paid.

A complete listing of the CARC and RARC Codes can be found on the Washington Publishing Company website at http://www.wpc-edi.com/reference/.

If you need assistance in navigating your remittance advice or CHAMPS to locate the information please call 1-800-292-2550 or email ProviderSupport@Michigan.gov.

MDHHS encourages providers to send claims electronically. Claims can be submitted via,File Transfer Service (FTS), Direct Data Entry (DDE) or Batch upload through the Community Health Automated Medicaid Processing System (CHAMPS). Electronic filing is more cost effective, more accurate, payment is received more quickly, and administrative functions can be automated.

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CHAMPS Claim Status Tips:

- Providers are able to view transactions submitted under the Billing NPI they are logged into CHAMPS with.

- When using the **Filter By** drop down menu, the percent sign (%) acts as a wildcard. It can be used in combination with search criteria or by itself. The wildcard does not work within the first **Filter By** drop down menu.

- Use the **Cancel** button to close out of a window. **DO NOT** click the **X** to exit the page.

How to Status a Claim in CHAMPS:

Step 1: Access CHAMPS using MILogin.

Step 2: Select appropriate Billing NPI used at time of claim submission. Choose one of the available profiles: **CHAMPS Full Access**, **CHAMPS Limited Access** or **Claims Access**.

Step 3: Click the Claims Tab.
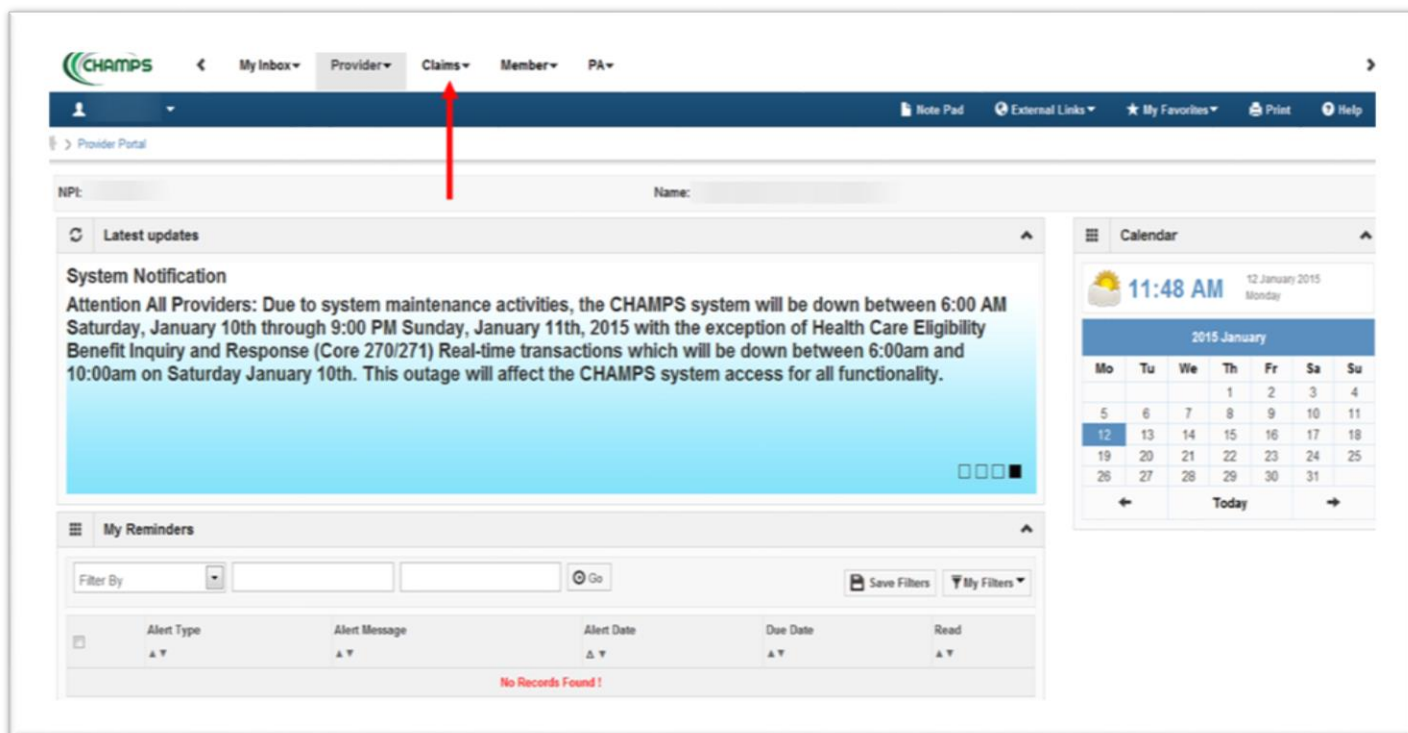
Step 4: Select the Claim Inquiry option.
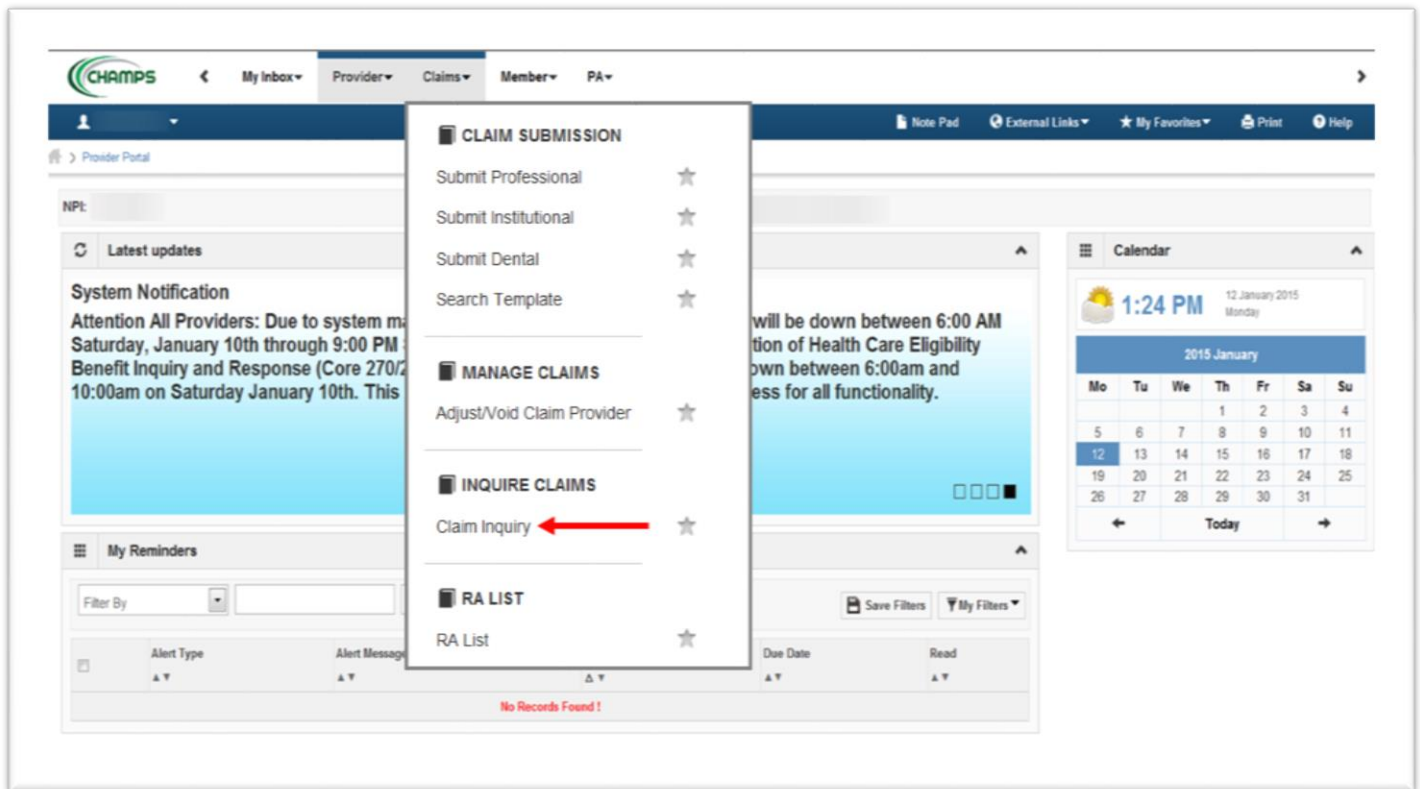
Step 5: To locate claims, select specific critera in the **Filter By** drop down menu(s).
   a. **Most common filters used**: Specific TCN **or** From/To Dates, Beneficiary ID, Reason code with %, Remark code with %.
   b. When using the **Filter By** drop down menu, the percent sign (**%**) acts as a wildcard. It can be used in combination with search criteria or by itself. The wildcard does not work within the first **Filter By** drop down menu.

Step 6: If appropriate, update the **Last 6 Months** filter if date of service is beyond 6 months as the default will remain Last 6 months unless changed.

Step 7: Then click **GO**.

Step 8: CHAMPS will return claims based on the critera entered in the **Filter By** drop down menu. At the bottom of the page, you have the option to Save to XLS - Excel spreadsheet (see step 9), View the page count and the next pages of claims if applicable.

PROVIDER RELATIONS
Michigan Department of Health and Human Services

Step 9: When claims are returned, you have the option of opening or saving the claims to an Excel spreadsheet.

Step 10: This shows an example of claims saved to an Excel spreadsheet

To View Claim Details:

Step 1: Click on the **Transaction Control Number** (TCN) hyperlink.

Step 2: System displays **Claim Header Detail information**.

Step 3: Click the **Service Lines** icon to display ServiceLine List or select this criteria from the Show drop down menu in the upper right hand corner of the screen if desired.
   a. Select the service line TCN to view line item details.
   b. Select the **Next** or **Previous** button to view details of the next or pervious line item.
   c. Select **Cancel** to the Service Line List page.

Step 4: Select criteria from the **Show** drop down menu at the top right of the screen to view additional claim information.

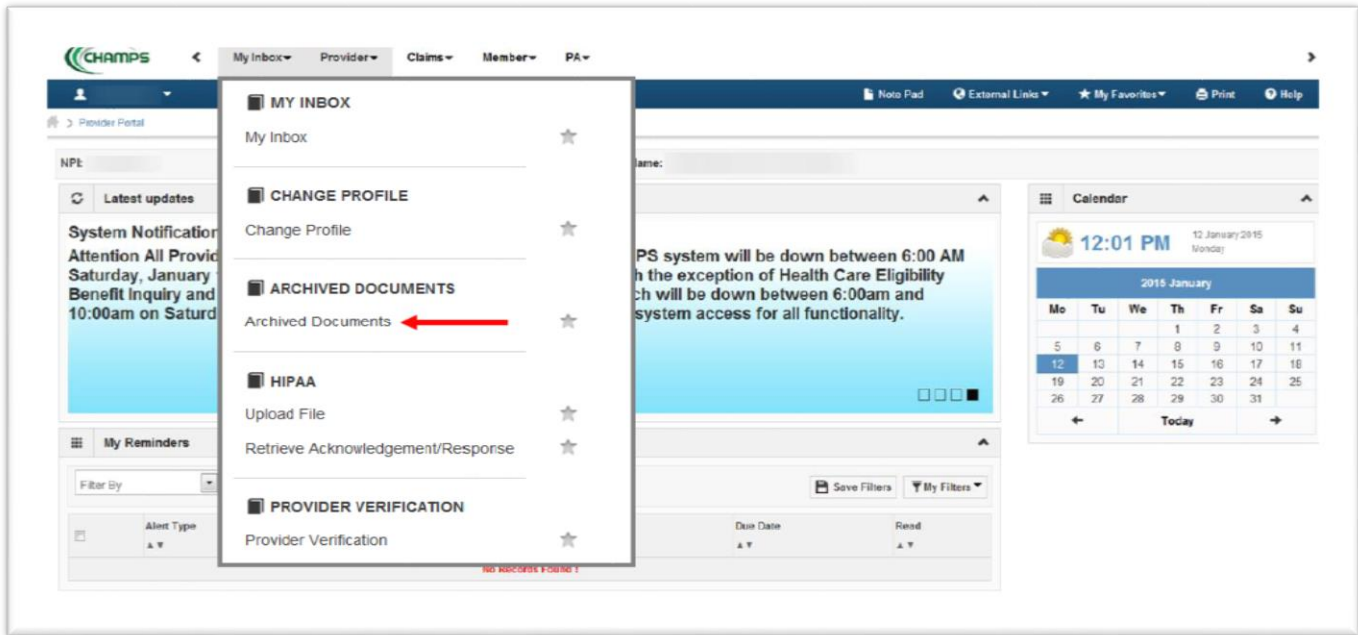## How to Locate a Remittance Advice (RA) in CHAMPS:

Step 1: Access CHAMPS using MILogin.

Step 2: Select appropriate billing NPI for claim submission and select one of the following profiles: **CHAMPS Full Access**, **CHAMPS Limited Access** or **Claims Access**.
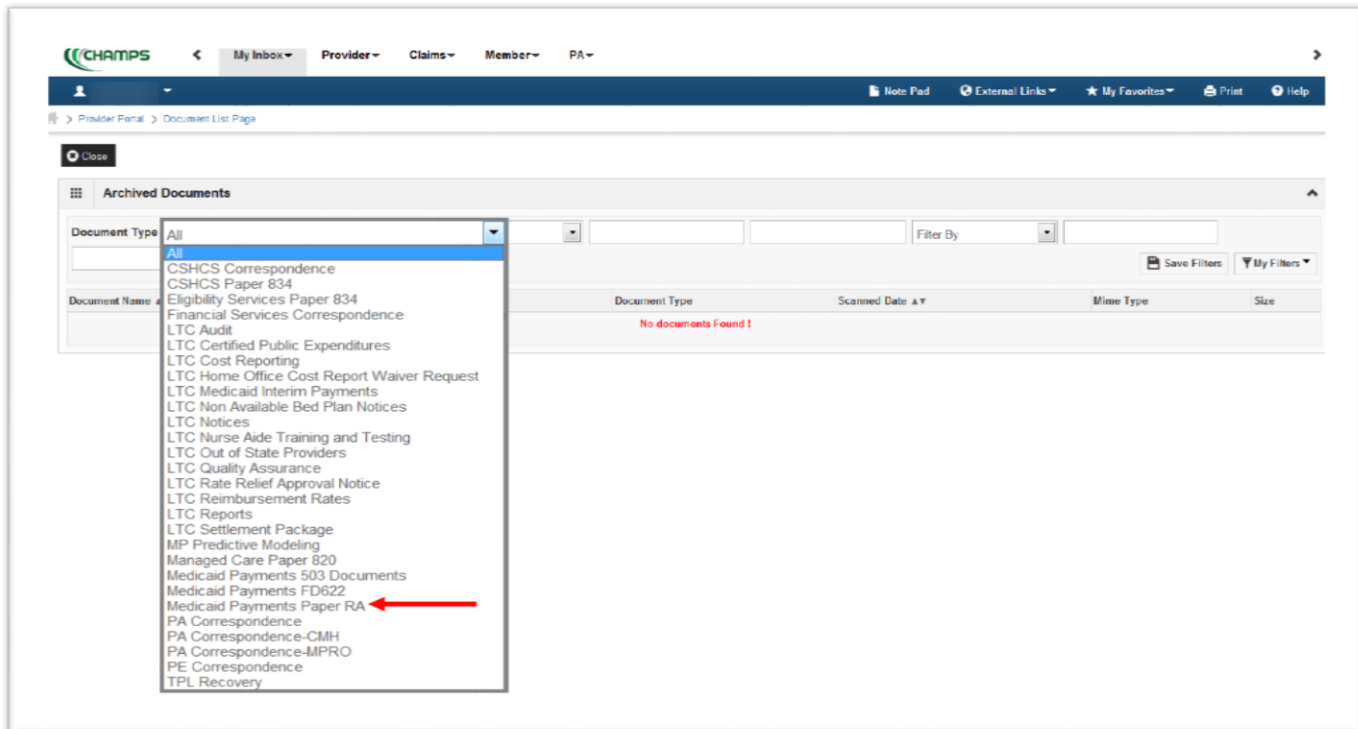
Step 3: Click the My Inbox Tab
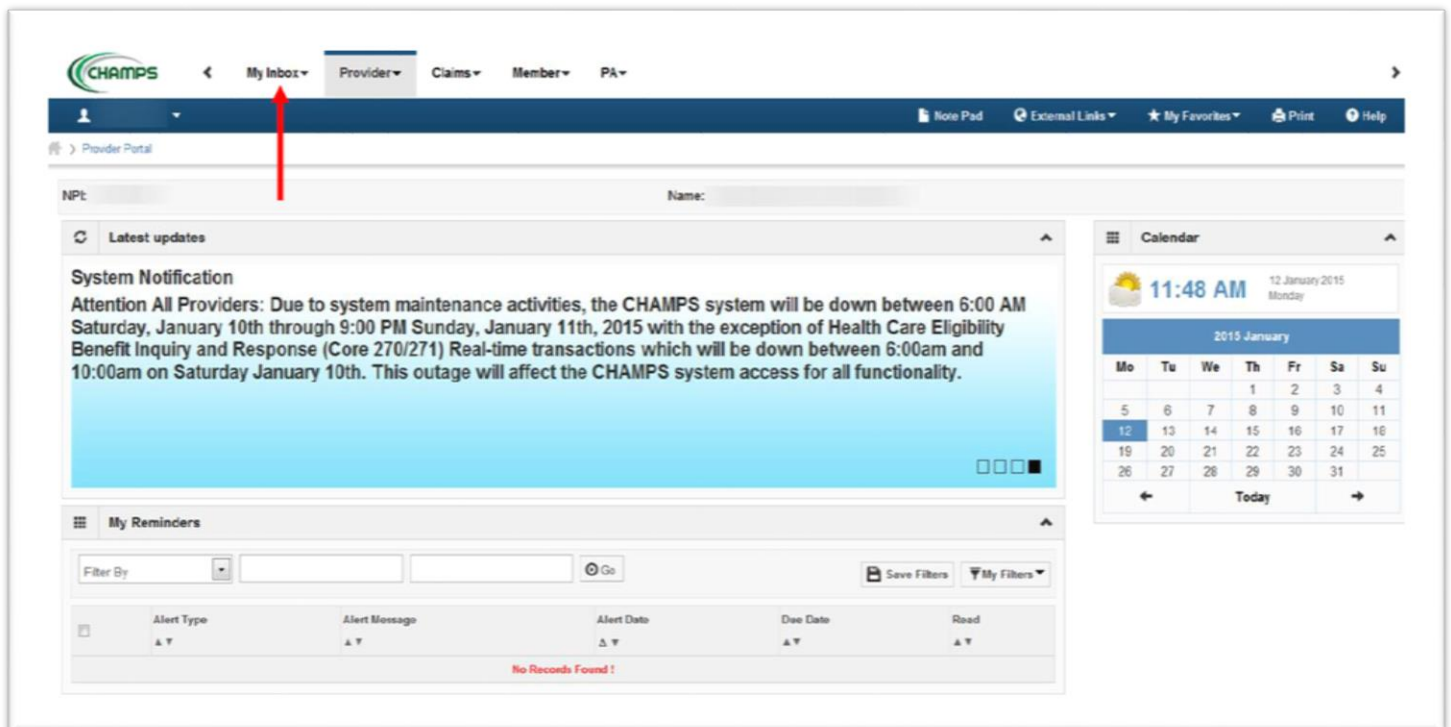
Step 4: Select the Archived Documents option.

Step 5: Select a document type from the drop down menu. (Select Medicaid Payments Paper RA to access the paper remittance advice)
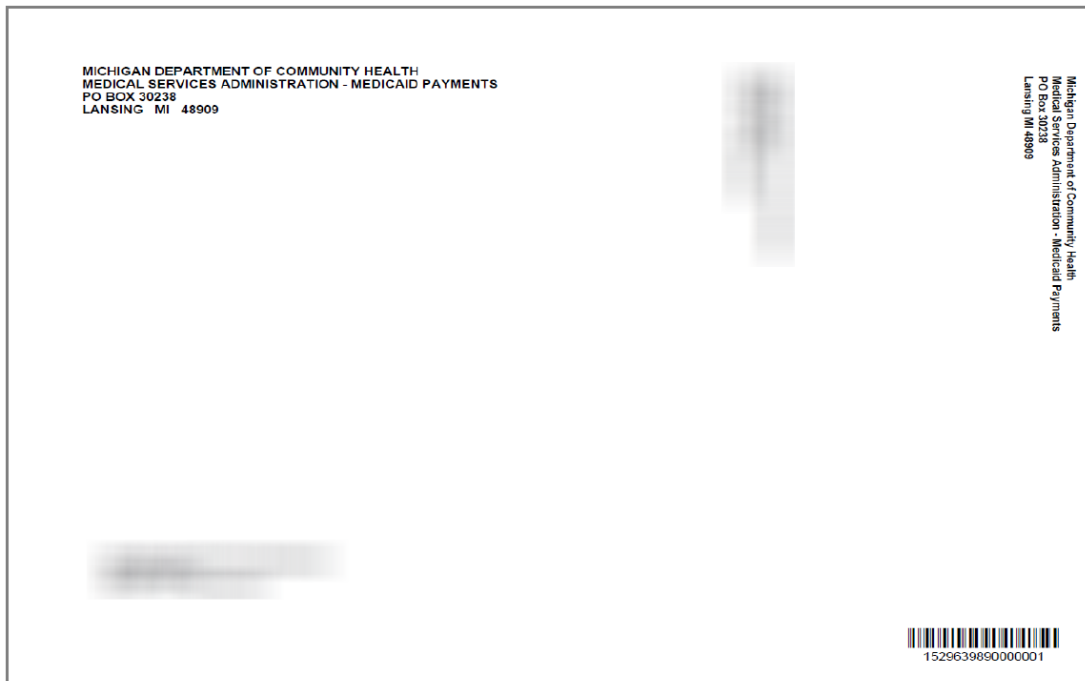
Step 6: Click **GO**

Step 7: Click the Paper RA hyperlink to access the paper RA.

Step 8: The paper RA will then be displayed in PDF format

Step 9: Review the RA.

Billing Provider NPI:	Name:	EIN/TIN:	Pay Cycle: 50	RA Number:	RA Date: 12/11/2014

FINANCIAL ADJUSTMENTS

Adjustment Type	Previous Balance	Adjustment Amount	Remaining Balance
Balance Owed by Tax ID	$2,902,534.20		$2,892,219.71

CLAIM SUMMARY

Category	Count
Paid	1
Credited	0
Denied	2
GA	0

Total Approved	$0.00	Total Adjusted	$0.00	Total Paid	$0.00

Warrant/EFT #:   Warrant/EFT Date: 12/11/2014

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