

# CHAMPS 101: Member Tab



**“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.”**

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# Overview: My Inbox Landing Page

- Access MILogin:  
<https://milogintp.Michigan.gov>
- Access CHAMPS
  - Select Domain and Profile
- From the My Inbox Landing Page:
  - Click the Member tab
- From the Member Tab dropdown select one of the following:
  - Eligibility Inquiry

The screenshot displays the CHAMPS web application interface. At the top, there is a navigation bar with tabs for 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. A dropdown menu is open under the 'Member' tab, showing 'ELIGIBILITY INQUIRY' and 'Eligibility Inquiry'. The main content area features a 'Latest updates' section with a system notification: 'Due to R10c-1.7.0.2 Release, the CHAMPS system will be down between 7:00 PM EST Friday, November 1st through 2:00 AM EST Saturday, November 2nd, 2019. This outage will affect the CHAMPS system access for all functionality.' Below this is a 'My Reminders' section with a table that currently displays 'No Records Found!'. On the right side, there is a 'Calendar' widget showing the date 7 November 2019 (Thursday) and a calendar grid for the month of November 2019.

*This presentation, including screen images, is based on a CHAMPS Full Access Profile. Additional features/tabs will vary based upon profiles selected.*

# Eligibility Inquiry

Once eligibility is established by MDHHS, the data is available via the CHAMPS Eligibility Inquiry. CHAMPS issues a mihealth card.

The mihealth card does not contain eligibility information and does not guarantee eligibility.

# Eligibility Inquiry

- Providers must verify eligibility using the CHAMPS Eligibility Inquiry and/or vendor that receives eligibility data from CHAMPS prior to rendering any services.
- Providers may verify beneficiary eligibility using:
  - CHAMPS Eligibility Inquiry
  - HIPAA 270/271 (Eligibility Inquiry/Response) transactions
  - Web-based options

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with tabs for 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. A dropdown menu is open under the 'Member' tab, with 'ELIGIBILITY INQUIRY' and 'Eligibility Inquiry' options. A red arrow points to the 'Eligibility Inquiry' option. Below the navigation bar, there is a 'System Notification' section with a blue background, stating: 'Due to R10c-1.7.0.2 Release, the CHAMPS system will be down between 7:00 PM EST Friday, November 1st through 2:00 AM EST Saturday, November 2nd, 2019. This outage will affect the CHAMPS system access for all functionality.' To the right of the notification is a 'Calendar' widget showing the date '7 November 2019 Thursday' and a calendar grid for November 2019. Below the notification is a 'My Reminders' section with a table header: 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', and 'Read'. The table body contains the text 'No Records Found!'.

# Eligibility Inquiry

- If a beneficiary does not have a mihealth card, a provider can also access the beneficiary's eligibility information with the additional search methods displayed.
- Providers will need to utilize the Benefit Plan ID(s) indicated in the eligibility response to determine a beneficiary's program coverage and related covered services for a specific date of service.
- For a list of each of the Benefit Plans and their description visit the [Michigan Medicaid Provider Manual](#)>>reference Chapter Beneficiary Eligibility>>Section 2.1 Benefit Plans
- For further help in understanding the Members Eligibility Screen reference [Eligibility Inquiry resource](#) from [www.Michigan.gov/MedicaidProviders](http://www.Michigan.gov/MedicaidProviders)>>CHAMPS>>Eligibility and Enrollment (Member Tab)

The screenshot shows the CHAMPS Member Eligibility Inquiry form. At the top, there is a navigation bar with the CHAMPS logo and tabs for My Inbox, Provider, Claims, Member, and PA. Below the navigation bar, there is a user profile section with a dropdown arrow, the text 'Last Login: 05 MAR, 2020 10:09 AM', and utility icons for Note Pad, External Links, My Favorites, Print, and Help. The main content area is titled 'Provider Portal > Member Eligibility Inquiry' and contains a 'Close' button and a 'Submit' button. Below these buttons, there is a heading 'TO SUBMIT AN ELIGIBILITY INQUIRY ON A SPECIFIC MEMBER, COMPLETE ONE OF THE FOLLOWING CRITERIA SETS AND CLICK 'SUBMIT.''. The criteria sets listed are: MEMBER ID/CLIENT IDENTIFICATION NUMBER(CIN)/CARD NUMBER/PENDING ELIGIBILITY RID OR; LAST NAME, FIRST NAME AND DATE OF BIRTH OR; LAST NAME, FIRST NAME AND SSN OR; SSN AND DATE OF BIRTH; and ADDITIONAL SEARCH OPTIONS (Use if needed with one of the Search Options above to obtain a unique member match): GENDER, ZIP CODE, and CASE NUMBER. Below the criteria sets, there is a section titled 'MEMBER ELIGIBILITY INQUIRY' which contains a form with various input fields and checkboxes. The form includes: 'SEARCH MA PENDING ELIGIBILITY:' with a checkbox; 'SEARCH BY SERVICE TYPE(S):' with a checkbox; 'SERVICING PROVIDER NPI/PROVIDER ID:' with a text input field and an asterisk; 'FILTER BY:' with a dropdown menu and a text input field; 'LAST NAME:' with a text input field; 'DATE OF BIRTH:' with a date picker; 'Gender:' with a dropdown menu; 'MICHILD Case Number:' with a text input field; 'INQUIRY START DATE:' with a date picker and an asterisk; 'SSN:' with a text input field; 'FIRST NAME:' with a text input field; 'Zip Code:' with a text input field; 'MA Case Number:' with a text input field; and 'INQUIRY END DATE:' with a date picker and an asterisk.

# Provider Resources



**MDHHS website:**

[www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders)



**We continue to update our  
Provider Resources:**

[CHAMPS Resources](#)

[Listserv Instructions](#)

[Provider Alerts](#)

[Medicaid Provider Training Sessions](#)



**Provider Support:**

[ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov)

1-800-292-2550



Thank you for participating in the Michigan Medicaid Program