MDHHS
Michigan Department of Health & Human Services

Verifying a Claim Adjustment Source within CHAMPS

"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

Contents

- This document includes steps to verify why a claim was adjusted or voided by either a provider or MDHHS within CHAMPS claim inquiry.

- In addition to a claim note, certain types of claim adjustments or voids completed by MDHHS may also have a posted corresponding Provider Alert notification to providers.

Billing Provider NPI:		Name:		EIN/TIN:			Pay Cycle: 17		RA Number:		RA Date: 04/24/2014

Beneficiary Name Beneficiary ID Patient Account #	Original TCN TCN TOB/POS	Submitter ID Rendering NPI DRG APC	Invoice Date Service Date(s)	Revenue Procedure Modifier	Qty	Billed Amount	Approved Amount	Cat	Reason	Remark
	3[_____]00 4[_____]00 13		04/10/2014 05/20/2013-05/20/2013			-$487.00	$0.00	C		
	4[_____]01		05/20/2013-05/20/2013	87070	-1	$119.00	$0.00	D	16	N152
	4[_____]02		05/20/2013-05/20/2013	87077	-1	$68.00	$0.00	D	16	N152
	4[_____]03		05/20/2013-05/20/2013	87186	-1	$134.00	$0.00	D	16	N152
	4[_____]04		05/20/2013-05/20/2013	87205	-1	$59.00	$0.00	D	16	N152
	4[_____]05		05/20/2013-05/20/2013	99391	-1	$27.00	$0.00	D	16	N152
	4[_____]06		05/20/2013-05/20/2013	90647	-1	$0.00	$0.00	D	16	N152
	4[_____]07		05/20/2013-05/20/2013	90670	-1	$0.00	$0.00	C		
	4[_____]08		05/20/2013-05/20/2013	90680	-1	$0.00	$0.00	D	16	N152
	4[_____]09		05/20/2013-05/20/2013	90723	-1	$0.00	$0.00	C		

1521097710000151

- An example of a Remittance Advice showing a claim that was paid and is now being credited
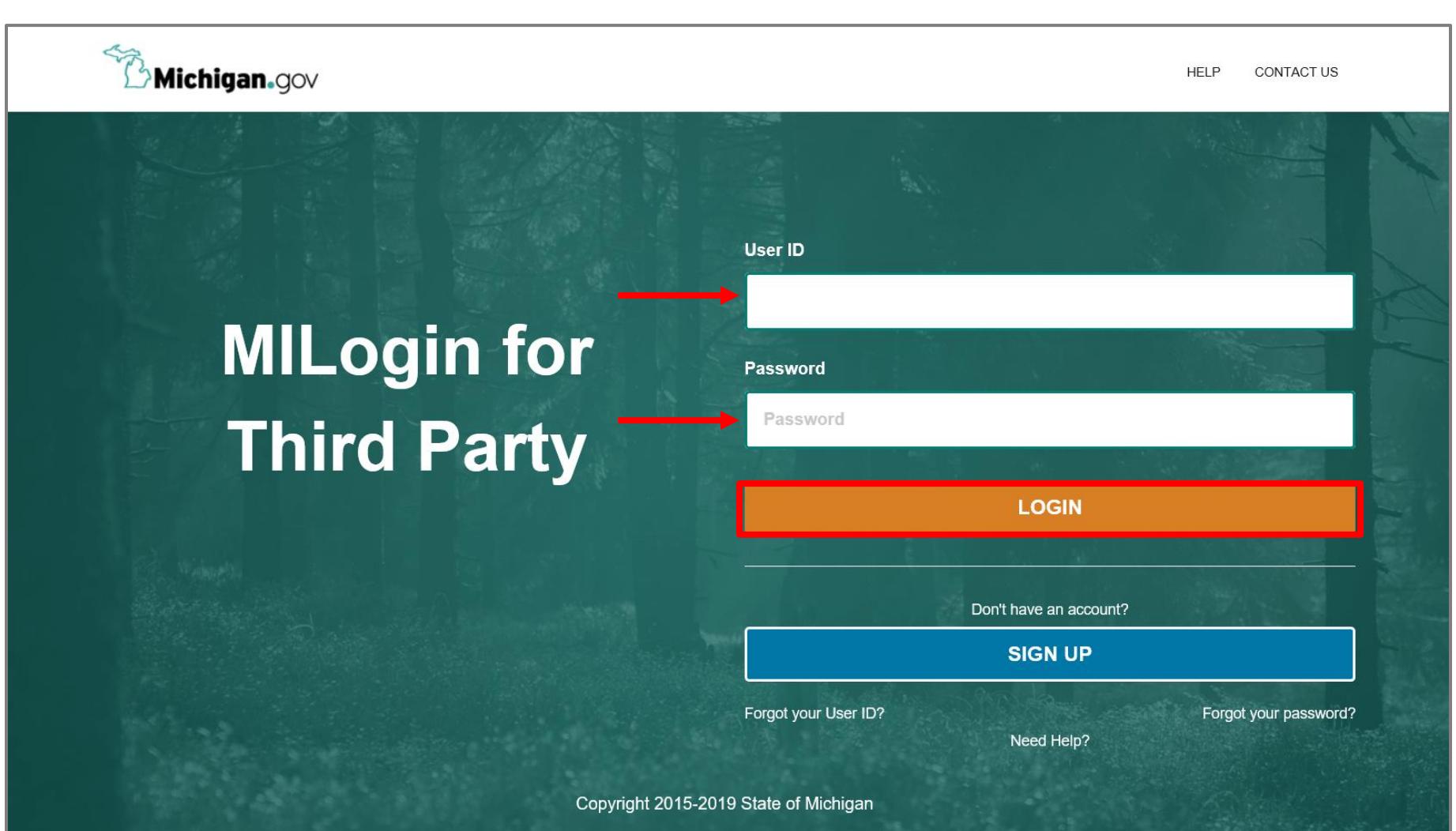
- Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
- Enter https://milogintp.Michigan.gov into the search bar
- Enter your User ID and Password
- Click Login

- You will be directed to your MILogin Home Page
- Click the CHAMPS hyperlink

    MILogin resource links are listed at the bottom of the page

- Click Acknowledge/Agree to accept the Terms & Conditions to get into CHAMPS

- Select the Billing NPI from the Domain dropdown
- Select the appropriate profile (for example full access, limited access, etc.)
- Click Go

- Once logged into CHAMPS, click the Claims tab

- Select Claim Inquiry

- Filter by the TCN and enter the credited TCN which is listed on the Remittance Advice
  - Or filter by Original TCN and enter the paid TCN - this will return any adjustment or credited claim that adjusted or voided that was submitted using that paid TCN number

- Click on the TCN number hyperlink

- Adjustment source is located within the claim header detail page.
  - In this example the adjustment source as OTR-OTHER
- For information on why the claim was adjusted or credited/voided, click on the claim note icon to view the adjustment note.

- This recovery was completed by MDHHS due to the newborn beneficiary being retro-enrolled into a Medicaid Health Plan on the date of service.

Adjustment Sources

- AUD-Audit

- DDR-Date of Death Recovery

- OTR-Other

- PIA-Provider Initiated Adjustment

- PIV-Provider Initiated Void

- SC-System Correction

- TPL-TPL Other/Commercial Insurance

- TPL-TPL Medicare

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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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