



# 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.

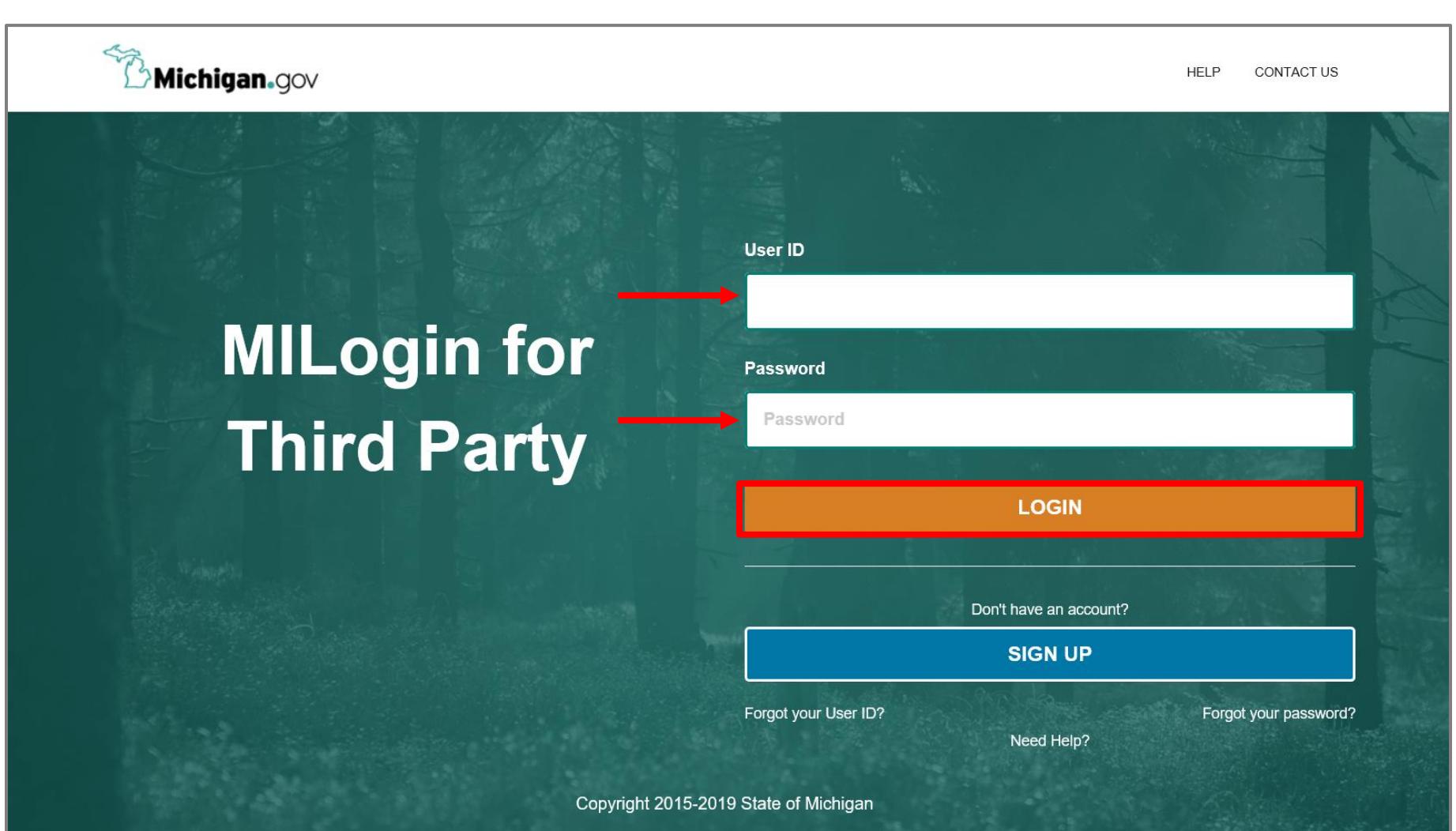
Billing Provider NPI:		Name:		EIN/TIN:		Pay Cycle: 17	RA Number:		RA Date: 04/24/2014	
Beneficiary Name Beneficiary ID Patient Account #	Original TCN TCN TOB/POS	Submitter ID Rendering NPI DRG APC	Invoice Date Service Date(s)	Revenue Procedure Modifier	Qty	Billed Amount	Approved Amount	Cat	Reason	Remark
	31 00 41 00 13		04/10/2014 05/20/2013-05/20/2013			-\$487.00	\$0.00	C		
	41 01		05/20/2013-05/20/2013	87070	-1	\$119.00	\$0.00	D	16	N152
	41 02		05/20/2013-05/20/2013	87077	-1	\$68.00	\$0.00	D	16	N152
	41 03		05/20/2013-05/20/2013	87186	-1	\$134.00	\$0.00	D	16	N152
	41 04		05/20/2013-05/20/2013	87205	-1	\$59.00	\$0.00	D	16	N152
	41 05		05/20/2013-05/20/2013	99391	-1	\$27.00	\$0.00	D	16	N152
	41 06		05/20/2013-05/20/2013	90647	-1	\$0.00	\$0.00	D	16	N152
	41 07		05/20/2013-05/20/2013	90670	-1	\$0.00	\$0.00	C		
	41 08		05/20/2013-05/20/2013	90680	-1	\$0.00	\$0.00	D	16	N152
	41 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

# MILogin for Third Party



User ID

Password

LOGIN

Don't have an account?

SIGN UP

Forgot your User ID?

Need Help?

Forgot your password?

Copyright 2015-2019 State of Michigan

- 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

# MILogin for Third Party

[!\[\]\(bd1a142de767a21e5362c595f844a4ff\_img.jpg\) HOME](#)[!\[\]\(e2376d476d06eb31946dc01a69a4403a\_img.jpg\) REQUEST ACCESS](#)[!\[\]\(74d4806277d7e73349d8e8c0897931e9\_img.jpg\) UPDATE PROFILE](#)[!\[\]\(0aff635c4179ba9e710b00f4b01d3b20\_img.jpg\) SECURITY OPTIONS](#)[!\[\]\(830769b31eeeaca920791081939ff8ba\_img.jpg\) CHANGE PASSWORD](#)[!\[\]\(0b5e7e25e8775f7e7e80906ada4f0021\_img.jpg\) LOGOUT](#)

## Home Page

 Your password will expire in **48** days

Access your applications by clicking on the application links below



**Michigan Department of Health & Human Services (MDHHS)**

**CHAMPS**

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

*\*MILogin resource links are listed at the bottom of the page*



HELP CONTACT US

## MI Login for Third Party

HOME

REQUEST ACCESS

Home

Your password will expire in 48 days

Access your applications by clicking on the links below.



Michigan Department of Health & Human Services

CHAMPS

### Terms & Conditions

#### CHAMPS

##### Terms & Conditions

The Michigan Department of Health & Human Services (MDHHS) computer information system (systems) are the property of the State Of Michigan and subject to state and federal laws, rules and regulations. The systems are intended for use only by authorized persons and only for official state business. Systems users are prohibited from using any assigned or entrusted access control mechanisms for any purposes other than those required to perform authorized data exchange with MDHHS. Logon IDs and passwords are never to be shared. Systems users must not disclose any confidential, restricted or sensitive data to unauthorized persons. Systems users will only access information on the systems for which they have authorization. Systems users will not use MDHHS systems for commercial or partisan political purposes. Following industry standards, systems users must securely maintain any information downloaded, printed, or removed in any format from the systems. When no longer needed, this information must be destroyed in an appropriate manner specific to the format type. All users of the systems give their expressed consent to the monitoring of their activities on the systems. If such monitoring reveals possible evidence of unauthorized or criminal activity, the evidence may be provided to administrative or law enforcement officials for disciplinary action and/or prosecution. By accessing information provided by the Michigan Department of Health & Human Services computer information systems and clicking on the button below, I acknowledge and agree to abide by all governing privacy and security terms,

CANCEL ✕

Acknowledge/Agree



HOME | HELP | CONTACT US | POLICIES

Copyright 2015-2017 State of Michigan

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





© CNSI 2017

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

CHAMPS

My Inbox ▾ Provider ▾ Claims ▾ Member ▾ PA ▾

Note Pad External Links ▾ My Favorites ▾ Print Help

Provider Portal

NPI: Name:

Latest updates

**System Notification**

Attention All Providers: Due to system maintenance activities, the CHAMPS system will be down between 6:00 AM Saturday, January 10th through 9:00 PM Sunday, January 11th, 2015 with the exception of Health Care Eligibility Benefit Inquiry and Response (Core 270/271) Real-time transactions which will be down between 6:00am and 10:00am on Saturday January 10th. This outage will affect the CHAMPS system access for all functionality.

My Reminders

Filter By Go Save Filters My Filters

Alert Type	Alert Message	Alert Date	Due Date	Read
No Records Found !				

Calendar

11:48 AM 12 January 2015 Monday

2015 January

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

← Today →

- Once logged into CHAMPS, click the Claims tab

The screenshot shows the CHAMPS Provider Portal interface. The top navigation bar includes links for My Inbox, Provider, Claims, Member, PA, Note Pad, External Links, My Favorites, Print, and Help. On the left, there's a sidebar with sections for Provider Portal, NPI (redacted), Latest updates, System Notification (with a large redacted area), and My Reminders (with a filter dropdown and alert type/message tables). The main content area is titled "CLAIM SUBMISSION" and contains links for Submit Professional, Submit Institutional, Submit Dental, and Search Template, each accompanied by a star icon. Below this is a section titled "MANAGE CLAIMS" with a link to Adjust/Void Claim Provider. The next section is "INQUIRE CLAIMS" with a link to Claim Inquiry, which is highlighted with a red arrow. The final section is "RA LIST" with a link to RA List. On the right side, there's a "Calendar" window showing the month of February 2015, with today's date being Monday, February 23, 2015, at 2:20 PM.

- Select Claim Inquiry



My Inbox

Provider

Claims

Member

PA

Note Pad

External Links

My Favorites

Print

Help

Provider Portal &gt; Inquire Claims

Close

## Inquire Claim

TCN	And	Filter By	And	Filter By	And	Filter By		
	And	Filter By	And	Filter By	With Status	In	Claim	Last 6 Months
<input type="button" value="Go"/>		<input type="button" value="Save Filters"/> <input type="button" value="My Filters"/>						
<input type="checkbox"/>	TCN ▲▼	From Date ▲▼	To Date ▲▼	Submitted Charges ▲▼	Claim Status ▲▼	Approved Amount ▲▼	Pay Cycle Date ▲▼	
No Records Found !								

- 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

The screenshot shows the CHAMPS Provider Portal interface. The top navigation bar includes links for My Inbox, Provider, Claims, Member, PA, Note Pad, External Links, My Favorites, Print, and Help. Below the navigation is a breadcrumb trail: Home > Provider Portal > Inquire Claims. A 'Close' button is visible. The main content area is titled 'Inquire Claim' and contains a search form with fields for TCN, From Date, To Date, Submitted Charges, Claim Status, Approved Amount, and Pay Cycle Date. The search results table shows one row for a claim with TCN '4', submitted on 05/20/2013, approved on 04/24/2014, and a status of Credited. The table includes sorting arrows for each column. At the bottom, there are buttons for View Page, Go, Page Count, SaveToXLS, Viewing Page: 1, and navigation links for First, Prev, Next, and Last.

TCN	From Date	To Date	Submitted Charges	Claim Status	Approved Amount	Pay Cycle Date
<a href="#">4</a>	05/20/2013	05/20/2013	\$487.00	Credited	\$0.00	04/24/2014

- Click on the TCN number hyperlink

Header TCN: 4 [REDACTED] 00

Beneficiary ID:

Name:

Show ▾

**Header Details**

TCN: 4 [REDACTED] 00	Claim Type: F - Outpatient OPPS	Source: Web Batch
Original TCN: 3 [REDACTED] 00	No of Lines: 11	Related Cause: NO
Bill Type: 0 * 1 * 3 * 8 *	Medicare: N	Commercial: N
<b>Adjustment Source: OTR-Other</b>		Claim Status: Credited
Beneficiary ID: [REDACTED] *	Last Name: [REDACTED]	First Name: [REDACTED]
Gender: F-Female *	DOB: [REDACTED] [REDACTED] *	Age: 0
Patient Control Number: [REDACTED] *	Medical Record Number: [REDACTED]	
<b>Benefit Plan:</b>		
Billing Provider ID: [REDACTED] * Type: NPI *	From Date: 05/20/2013 [REDACTED] *	To Date: 05/20/2013 [REDACTED] *
Billing [REDACTED]		
Provider Taxonomy:		
Attending Provider ID: [REDACTED] * Type: NPI *	Referral #: [REDACTED]	PRO #: [REDACTED]
Attending		
Provider Taxonomy:		
Pay To Provider ID: [REDACTED] Type: NPI *	Auth #: [REDACTED]	DRG Code: [REDACTED]
Operating Provider ID: [REDACTED] Type: [REDACTED]	Total DRG OutLier Payment: 0	
Other Operating [REDACTED] Type: [REDACTED]	Total APC OutLier Payment: 0	

- 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.

Header TCN: 4 00

Beneficiary ID:

Name:

Show ▾

**Claim Notes**

TCN	Note Type	Note	Date Entered (mm/dd/yyyy)
4 00	VCC - Void Claim Comment	75685309 Jacob Dalton QTR Newborn Recovery - 3rd qtr 2013 - All claim types. n = 4,002.	04/10/2014
4 00	VRC - Void Reason Code	APPROVER COMMENT: approved. AB	04/15/2014

View Page: 1   

Viewing Page: 1

- 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

# Provider Resources

- **MDHHS website:** [www.michigan.gov/medicaidproviders](http://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](mailto:ProviderSupport@Michigan.gov) or 1-800-292-2550

Thank you for participating in the Michigan Medicaid Program