



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: [REDACTED] Name: [REDACTED] EIN/TIN: [REDACTED] Pay Cycle: 17 RA Number: [REDACTED] 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
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3 [REDACTED] 00 4 [REDACTED] 00 13			04/10/2014 05/20/2013-05/20/2013			-\$487.00	\$0.00	C		
4 [REDACTED] 01			05/20/2013-05/20/2013	87070	-1	\$119.00	\$0.00	D	16	N152
4 [REDACTED] 02			05/20/2013-05/20/2013	87077	-1	\$68.00	\$0.00	D	16	N152
4 [REDACTED] 03			05/20/2013-05/20/2013	87186	-1	\$134.00	\$0.00	D	16	N152
4 [REDACTED] 04			05/20/2013-05/20/2013	87205	-1	\$59.00	\$0.00	D	16	N152
4 [REDACTED] 05			05/20/2013-05/20/2013	99391	-1	\$27.00	\$0.00	D	16	N152
4 [REDACTED] 06			05/20/2013-05/20/2013	90647	-1	\$0.00	\$0.00	D	16	N152
4 [REDACTED] 07			05/20/2013-05/20/2013	90670	-1	\$0.00	\$0.00	C		
4 [REDACTED] 08			05/20/2013-05/20/2013	90680	-1	\$0.00	\$0.00	D	16	N152
4 [REDACTED] 09			05/20/2013-05/20/2013	90723	-1	\$0.00	\$0.00	C		



- 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?

Forgot your password?

Need Help?

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- 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

[HOME](#)[REQUEST ACCESS](#)[UPDATE PROFILE](#)[SECURITY OPTIONS](#)[CHANGE PASSWORD](#)[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

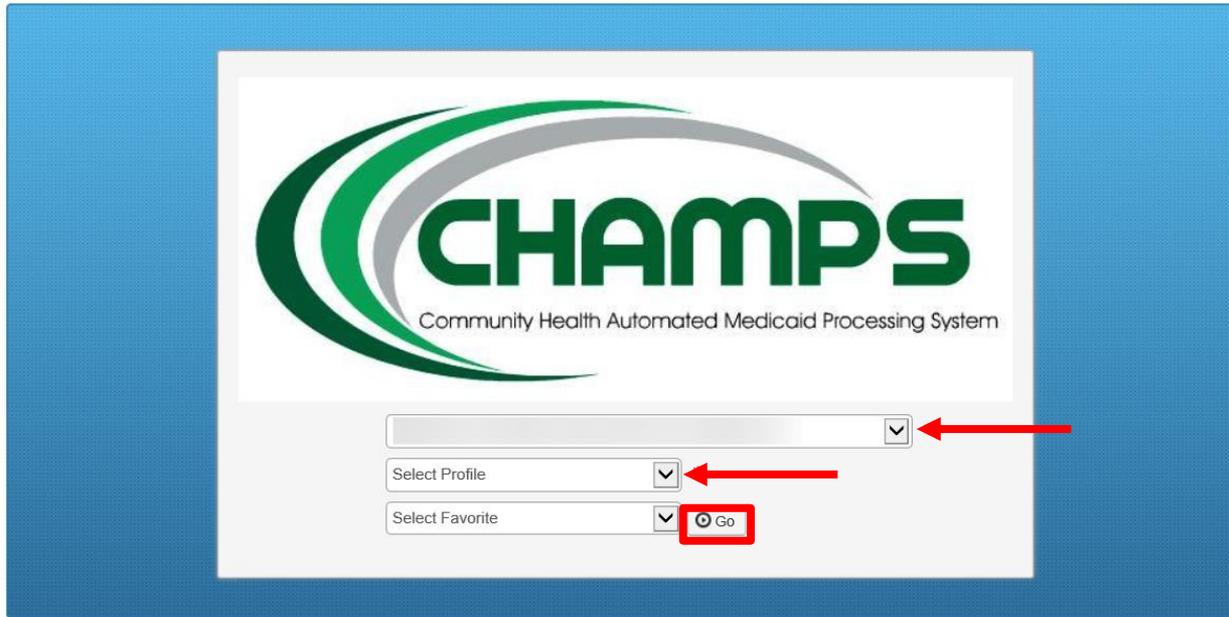
**MILogin resource links are listed at the bottom of the page*

The screenshot shows a web interface for Michigan.gov. At the top left is the Michigan.gov logo. At the top right are links for HELP and CONTACT US. The main content area is titled "MILogin for Third" and includes navigation links for HOME, REQUEST ACCESS, and LOGOUT. A central dialog box titled "Terms & Conditions" is open, with a sub-header "CHAMPS". The dialog box contains the following text:

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,

At the bottom of the dialog box are two buttons: "CANCEL ✕" and "Acknowledge/Agree". The "Acknowledge/Agree" button is highlighted with a red border. The background of the page is dark grey with white text.

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



The image shows a screenshot of the CHAMPS login interface. At the top left, there is a CHAMPS logo. Below it, a dark blue header bar contains a user profile icon. The main content area features a large blue rectangle with a white box in the center. Inside this white box is the CHAMPS logo and the text "Community Health Automated Medicaid Processing System". Below the logo, there is a form with three dropdown menus and a "Go" button. The first dropdown menu is empty, and a red arrow points to its dropdown arrow. The second dropdown menu is labeled "Select Profile" and has a red arrow pointing to its dropdown arrow. The third dropdown menu is labeled "Select Favorite" and has a red arrow pointing to its dropdown arrow. The "Go" button is highlighted with a red box.

- 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 ▾

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. At the top, there is a navigation bar with the CHAMPS logo and tabs for My Inbox, Provider, Claims, Member, and PA. A dropdown menu is open over the Claims tab, listing several options: CLAIM SUBMISSION (with sub-items: Submit Professional, Submit Institutional, Submit Dental, Search Template), MANAGE CLAIMS (with sub-item: Adjust/Void Claim Provider), INQUIRE CLAIMS (with sub-item: Claim Inquiry), and RA LIST (with sub-item: RA List). A red arrow points to the 'Claim Inquiry' option. The background interface includes a 'System Notification' section, a 'My Reminders' section with a filter dropdown, and a 'Calendar' widget showing the date 23 February 2015 (Monday) and a calendar grid for February 2015.

- Select Claim Inquiry

CHAMPS < My Inbox Provider Claims Member PA >

Provider Portal > Inquire Claims

Close

Inquire Claim

TCN | And Filter By And Filter By

And Filter By And Filter By With Status In Claim Last 6 Months

Go Save Filters My Filters

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

CHAMPS < My Inbox Provider Claims Member PA

Provider Portal > Inquire Claims

Inquire Claim

TCN 4 00 And Filter By And Filter By And Filter By

Go Save Filters My Filters

TCN	From Date	To Date	Submitted Charges	Claim Status	Approved Amount	Pay Cycle Date
4 00	05/20/2013	05/20/2013	\$487.00	Credited	\$0.00	04/24/2014

View Page: 1 Viewing Page: 1

First Prev Next Last

- Click on the TCN number hyperlink

Header TCN: 4 [redacted] 00

Beneficiary ID: [redacted]

Name: [redacted]

Show



Header Details

Upload/View Documents

0 0



TCN: 4 [redacted] 00

Original TCN: 3 [redacted] 00

Bill Type: 0 * 1 * 3 * 8 *

Adjustment Source: OTR-Other

Claim Type: F - Outpatient OPPS

No of Lines: 11

Medicare: N

Pricing Rule: APC Pricing

Source: Web Batch

Related Cause: NO

Commercial: N

Claim Status: Credited

Beneficiary ID: [redacted] *

Gender: F-Female *

Patient Control Number: [redacted] *

Benefit Plan:

Last Name: [redacted]

DOB: [redacted] *

Medical Record Number: [redacted]

First Name: [redacted]

Age: 0

Billing Provider ID: [redacted] * Type: NPI *

Billing [redacted]

Provider Taxonomy:

Attending Provider ID: [redacted] * Type: NPI *

Attending

Provider Taxonomy:

Pay To Provider ID: [redacted] Type: NPI *

Operating Provider ID: [redacted] Type: *

Other Operating [redacted] Type: *

From Date: 05/20/2013 *

To Date: 05/20/2013 *

Referral #: [redacted]

PRO #: [redacted]

Auth #: [redacted]

DRG Code:

Total DRG OutLier Payment: 0

Total APC OutLier Payment: \$0.00

Cancel

- 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	75685309Jacob DaltonQTR 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 Go Page Count SaveToXLS

Viewing Page: 1

First Prev Next Last

Cancel

- 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
- **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