

Prior Authorization (PA)

How long will a PA be viewable in CHAMPS?

Prior Authorizations will be viewable in CHAMPS for at least three years after submission.

How is an expedited PA requested in CHAMPS?

This process will remain a verbal request via telephone.

What are all of the PA statuses?

The statuses include: Entering, Canceled, In Review, Pended, Referred, Returned, Approved, Denied, Modified Approval, No Action, Rejected 278, Recon Approved, Recon Denied. Providers will only see Requested or In Review until the PA has been reviewed and a determination is made. Providers will never see a Pended status since this is not a final status. Recon Approved/Recon Denied will be used to illustrate MPRO statuses,

How long is the turnaround for PA's on CHAMPS?

Moving from the current computer system to CHAMPS does not change the legislatively mandated 15 business day turnaround requirement, however, providers will have the ability to “track” their PAs through the review process and find out online the outcome of their request before they receive a letter in the mail. An electronic copy of the PA determination letter will be stored under “Archived Documents.”

Is there an option to only receive Prior Authorization determination letters in CHAMPS, instead of also receiving a paper letter?

The State of Michigan is currently federally mandated to provide both the beneficiary and the requesting providers with a paper, mailed copy of a prior authorization determination.

Can a provider choose where a Prior Authorization letter is sent?

Unless otherwise specified, the Prior Authorization system will automatically send the response to the primary practice location address that was reported in the provider enrollment record for the requesting and/or servicing providers' NPI. There are comment fields in the online PA request where an alternate address can be specified. If a prior authorization is requested by paper or fax, an alternate address can be identified as appropriate. For faxed requests MDCH will compare the system address to the address on the PA, and if it is different, we send to the address on the PA request.

Can requested PA's be corrected in CHAMPS without having to submit a new revised PA? Can a requested PA be retracted?

Providers can make any changes needed to their online PA requests any time up to the point of submitting the request to the state. PAs requests are editable by providers when they are in a status of “Entering”. Providers will not have the ability to change what is on their PA request online once the PA has been submitted. PA's can be revised in CHAMPS the same way they are now; the provider must request whatever changes are needed to the Prior Authorization department via faxed request.

Will there be the ability to submit supporting documentation for PA's directly into CHAMPS?

Supporting documentation can be mailed, however, providers will have the added ability of submitting documentation as an attachment in CHAMPS. From the PA Navigation screen, which appears at the end of a PA request, there is an option to attach the supporting documentation information. Attaching an electronic file to a PA is very similar to attaching documents to emails. Please refer to the Prior Authorization Quick Reference Guide or Webcast for step by step instructions on this process. Note: There is a 10 document limit to this function, but there is no limit to the total size of the document(s).

MDCH is not accepting faxed documentation for an electronically submitted PA at this time through CHAMPS. The option to submit documentation via fax will be available in the coming months. Please continue to check the CHAMPS website regarding this upcoming functionality.

How are x-rays/films submitted for prior authorization?

If these x-rays/films are not digital and cannot be scanned, these types of documents will still need to be mailed to the Prior Authorization department. Providers will need to make sure the Tracking number is on any x-rays sent so they are put with the correct request.

Are PACER numbers going to be requested through CHAMPS?

A PACER authorization (needed when providing services for elective inpatient stays) will continue to be provided through Michigan Peer Review Organization (MPRO). Please refer to MPRO for any possible process changes. The three years worth of converted PACER numbers, assigned by MPRO, will start with an "M", followed by the legacy 9-digit number. All new PACERS entered into CHAMPS will be assigned a 10-digit number just like all other PAs in CHAMPS.

Will the hospital be responsible to request the PA or the servicing doctor? And if so can any of the hospital departments view the PA?

Access to view a PA is not determined by the specific person who entered the request. It is determined by the provider NPI and what roles the provider has set up in CHAMPS for their staff. Providers can see all PAs on the system that have their NPI as either the requesting or servicing provider within the PA. The MPRO process has not changed with Champs, if a servicing doctor could request a PA before Champs they will continue to be able to do so now.

What is the process for obtaining a verbal Prior Authorization?

The verbal Prior Authorization (PA) process has not changed with the implementation of CHAMPS. The provider must call the PA hotline and requests a verbal authorization. MDCH staff will either approve or deny the request at that time. If approved, the provider will be given a Prior Authorization tracking number for the verbal request. The provider has 30 days to submit the PA and any required documentation either via fax or via mail (Do not submit via CHAMPS for verbal authorizations). The assigned verbal tracking number must be included within the PA form and documentation when submitted. The status for the verbal authorization will show as “No Action” in CHAMPS until MDCH has received the necessary documentation. Once the necessary form and/or documentation have been received this status will be changed to “Approved” in CHAMPS.