

# CHAMPS 101



“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

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# MILogin

MILogin is the State of Michigan Identity Credential and Access Management (MICAM) solution that allows users the ability to access many state services and systems online, across multiple departments, using a single user ID and password.

# MILogin

- A MILogin user ID and password is required to subscribe and access the Community Health Automated Medicaid Processing System (CHAMPS) application.
- How to access:
  - <https://MILogintp.Michigan.gov>
- For complete instructions on how to register for MILogin and access CHAMPS reference the below resources:
  - [MILogin Instructions](#)
  - [MILogin Help Page](#)
  - [Access CHAMPS](#)

Michigan.gov

HELP CONTACT US

## MILogin for Third Party

User ID

Password

**LOGIN**

Don't have an account?

**SIGN UP**

[Forgot your User ID?](#) [Need Help?](#) [Forgot your password?](#)

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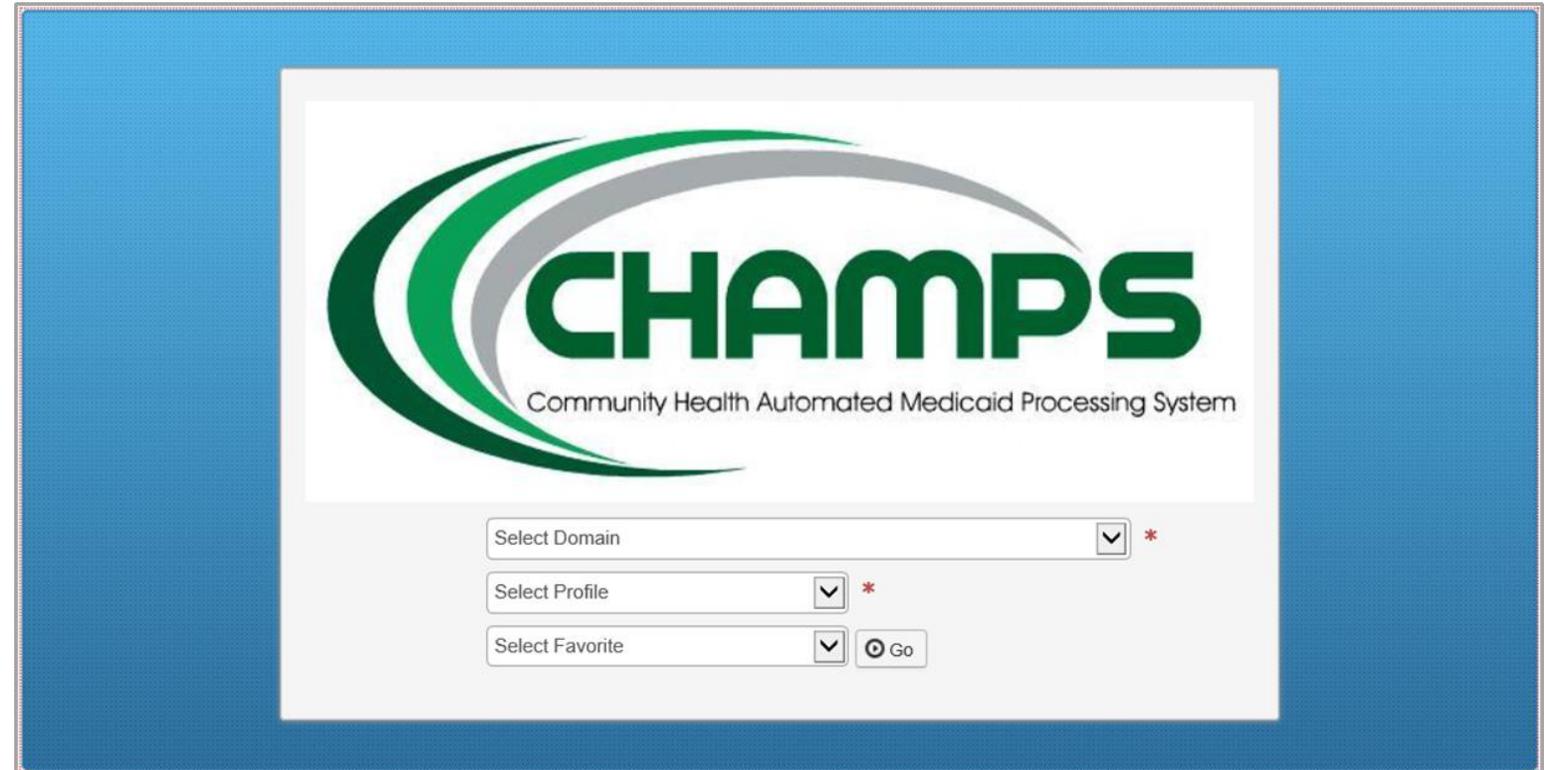
# CHAMPS

The Community Health Automated Medicaid Processing System (CHAMPS) is a web-based, rules-driven, real-time Adjudication Medicaid Management System.

CHAMPS is comprised of multiple subsystems that are displayed as tabs.

# CHAMPS

- An approved Provider Enrollment application or a username associated to an approved application will allow access into CHAMPS.
- The selection of a Domain and Profile are required to enter CHAMPS. Select Favorite is optional.
- For complete instructions on how to access CHAMPS reference the below resource:
- [CHAMPS Resources](#)



CHAMPS  
Community Health Automated Medicaid Processing System

Select Domain  \*

Select Profile  \*

Select Favorite

# CHAMPS Subsystems

The tabs displayed in CHAMPS are dependent on the Profile selected.

Each tabs function is specific to that subsystem. Clicking on a tab will display the various options within that subsystem.

# CHAMPS: Subsystems

- Each CHAMPS subsystem is displayed at the top and are referred to as Tabs.
- The tabs displayed in CHAMPS are dependent on the Profile selected.
  - For a list of profiles reference the Michigan Medicaid Provider Manual, Chapter General Information for Providers, [Section 4.2 Provider Profiles](#)
- CHAMPS Full Access profile displays the following tabs:
  - My Inbox
  - Provider (Provider Enrollment)
  - Claims
  - Member (Eligibility)
  - PA (Prior Authorization)

The screenshot displays the CHAMPS Provider Portal interface. At the top, there are navigation tabs: My Inbox, Provider, Claims, Member, and PA. Below the navigation bar, the user's last login is shown as 23 OCT, 2019 10:10 AM. The main content area is divided into several sections:

- System Notification:** A blue banner with the text: "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."
- Calendar:** A calendar for November 2019, showing the current date as Thursday, 7 November 2019, 07:23.
- My Reminders:** A section with a filter dropdown, a search bar, and a table. The table has columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. Below the table, it states "No Records Found!".

This presentation, including the screen captures, are based on the CHAMPS Full Access Profile. Additional features and tabs will vary based on the profile selected.

# CHAMPS Subsystems

- Additional features include:
  - Any words displayed in blue are hyperlinks that can be clicked on to be directed to that information.
  - Bread crumb trail - allows providers easy access to previously visited screens.

The screenshot displays the CHAMPS web application interface. At the top, there is a navigation bar with the CHAMPS logo and several menu items: My Inbox, Provider, Claims, Member, and PA. Below this, a secondary navigation bar shows the user's last login time (24 FEB. 2020 03:30 PM) and utility icons for Note Pad, External Links, My Favorites, Print, and Help. A red box highlights the breadcrumb trail: Provider Portal > Facility Modification BPW > Submit Institutional Claim > Member Eligibility Inquiry > Retrieve Acknowledgement Response File > Document List Page. Below the breadcrumb trail is a 'Close' button. The main content area is titled 'Archived Documents' and contains a search and filter section with 'Document Type' and 'Filter By' dropdowns, a 'Go' button, and 'Save Filters' and 'My Filters' buttons. Below this is a table with columns for Document Name, Document Type, Scanned Date, Mime Type, and Size. The table is currently empty, and a red message 'No Documents Found!' is displayed in the center.

# CHAMPS Subsystems

- Additional features include:
  - When filtering, to allow for ease of research providers are able to use a % sign which acts as a wildcard when filtering for items such as claims or prior authorizations.

The screenshot shows the CHAMPS Inquire Claims interface. At the top, there are navigation tabs for My Inbox, Provider, Claims, Member, and PA. Below this is a header bar with user information (Last Login: 24 FEB, 2020 03:30 PM) and utility icons (Note Pad, External Links, My Favorites, Print, Help). The main content area is titled 'Inquire Claims' and features a search filter section. The filter section includes fields for 'From/To Dates' (02/03/2020 to 02/07/2020), 'Reason Code' (set to '%'), and 'Remark Code'. A red box highlights the '%' symbol in the Reason Code field. Below the filter section is a table with columns: TCN, From Date, To Date, Submitted Charges, Claim Status, Approved Amount, Pay Cycle Date, Reason Code, and Remark Code. The table contains 10 rows of data. At the bottom of the interface, there are controls for 'View Page: 2', 'Page Count = 8', 'SaveToXLS', and 'Viewing Page: 2'.

TCN	From Date	To Date	Submitted Charges	Claim Status	Approved Amount	Pay Cycle Date	Reason Code	Remark Code
3 00	02/06/2020	02/06/2020	\$119.00	Paid	\$58.31		4	N519
3 00	02/06/2020	02/06/2020	\$61.00	Denied	\$0.00		140,24	MA27
3 00	02/06/2020	02/06/2020	\$744.00	Paid	\$23.32		4	N519
3 00	02/06/2020	02/06/2020	\$567.00	Paid	\$259.66		4	N519
3 00	02/06/2020	02/06/2020	\$119.00	Denied	\$0.00		140,204, 4	MA27,N448, N519
3 00	02/06/2020	02/06/2020	\$119.00	Denied	\$0.00		24, 4	N519
3 00	02/04/2020	02/04/2020	\$50.00	Denied	\$0.00		204	N130
3 00	02/06/2020	02/06/2020	\$1,079.00	Denied	\$0.00		24, 97	M80
3 00	02/06/2020	02/06/2020	\$804.00	Paid	\$21.32		3, 4	MA125, N519
3 00	02/05/2020	02/05/2020	\$119.00	Paid	\$58.31		4	N519

# My Inbox Tab

- The My Inbox tab in CHAMPS allows users to:
  - View system alerts
  - Change selected domain and profile
  - View archived documents (including paper remittance advice)
  - Upload HIPAA Compliant files
  - Verify if a National Provider Identifier (NPI) or Provider ID is enrolled with Michigan Medicaid
- For details on each function in the tab visit:
  - [My Inbox Resources](#)

The screenshot displays the CHAMPS web application interface. At the top, the navigation bar includes the CHAMPS logo and tabs for My Inbox, Provider, Claims, Member, and PA. A dropdown menu for 'My Inbox' is open, listing several functions: MY INBOX, CHANGE PROFILE, ARCHIVED DOCUMENTS, HIPAA, and PROVIDER VERIFICATION. A prominent blue system notification banner states: 'CHAMPS system will be down between 7:00 PM 10 AM EST Saturday, November 2nd, 2019. System access for all functionality.' Below this, the 'My Reminders' section is visible, featuring a filter bar and a table with columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. The table currently displays 'No Records Found!'.

## Provider Tab

- The Provider tab in CHAMPS allows users to:
  - Submit a new application and track its progress
  - Manage/Update current Provider enrollment information
    - This is where providers will need to go to complete a revalidation
- For details on each function in the tab visit:
  - [Provider Resources](#)

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 'Provider' tab, showing options for 'PROVIDER ENROLLMENT' (New Enrollment, Track Application) and 'MANAGE PROVIDER' (Manage Provider Information). The main content area features 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 the notification is a 'My Reminders' section with a table that currently shows 'No Records Found!'. A calendar widget on the right shows the date 7 November 2019, Thursday, 07:23.

# Claims Tab

- The Claims tab in CHAMPS allows users to:
  - Submit direct data entry for professional, institutional, and dental claims
  - Create a claim template and save for future use
  - Adjust and/or Void paid claims
  - Look-up or status submitted claims and/or create a claims report
  - Look-up an electronic version of a remittance advice/835
- For details on each function in the tab visit:
  - [Claims Resources](#)

The screenshot displays the CHAMPS web application interface. At the top, there are navigation tabs: My Inbox, Provider, Claims (selected), Member, and PA. A dropdown menu is open under the Claims tab, listing the following 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), RA LIST (with sub-item: RA List), and INQUIRE PHARMACY CLAIMS (with sub-item: Inquire Pharmacy Claims - Provider). In the background, a large blue banner reads: "CHAMPS system will be down between 7:00 PM 11/2/2019 and 12:00 AM EST Saturday, November 2nd, 2019. No system access for all functionality." Below the banner, there is a "My Reminders" section with a table header: Alert Type, Alert Message, Alert Date, Due Date, and Read. The table currently shows "No Records Found!". On the right side of the interface, there is a "Calendar" widget showing the date 7 November 2019 (Thursday) and a calendar grid for the month of November 2019.

# Member Tab

- The Member tab in CHAMPS allows access for users to:
  - Verify beneficiary eligibility; including Health Plan information
  - Inquire on Other Insurance
  - Look-up Patient Pay amount
- For details on each function in the tab visit:
  - [Member Resources](#)

The screenshot displays the CHAMPS Member Tab interface. At the top, there is a navigation bar with tabs for 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. The 'Member' tab is currently selected. Below the navigation bar, there is a header area with a user profile icon, the text 'Last Login: 23 OCT, 2019 10:10', and a search bar. A dropdown menu is open over the search bar, showing 'ELIGIBILITY INQUIRY' and 'Eligibility Inquiry' with a star icon. The main content area is divided into three sections: 'Latest updates', 'My Reminders', and 'Calendar'. The 'Latest updates' section contains 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.' The 'My Reminders' section has a filter dropdown, a 'Go' button, and a table with columns for 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', and 'Read'. The table is currently empty, with the text 'No Records Found!' displayed below it. The 'Calendar' section shows the date '7 November 2019 Thursday' and a calendar grid for the month of November 2019, with the 7th highlighted.

# PA Tab

- The PA (Prior Authorization) tab in CHAMPS allows access for users to:
  - View submitted PAs
  - Search for a specific PA by entering in the tracking number
  - Submit a new PA
- For details on each function in the tab visit:
  - [PA Resources](#)

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'. The 'PA' tab is selected, and a dropdown menu is open, showing options for 'PA REQUEST LIST' and 'PA INQUIRE'. Below the navigation bar, the user's name and last login time (23 OCT, 2019 10:10 AM) are visible. The main content area features a 'System Notification' box 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.' Below the notification is a 'My Reminders' section with a filter dropdown, a search bar, and a table with columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. The table currently shows 'No Records Found!'. On the right side of the interface, there is a 'Calendar' widget showing the date 7 November 2019 (Thursday) and a calendar grid for the month of November 2019.

# CHAMPS Additional Features



## Filter

Saving and deleting  
personal filters

[Resource](#)



## Notepad

An electronic sticky note

[Resource](#)



## External Links

Links to other  
applications or websites  
accessible to providers

[Resource](#)



## Favorites

Add and Delete  
functionality from  
CHAMPS login screen.

[Resource](#)

# 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**