CHAMPS 101

MDHHS

Michigan Department OF Health & Human Services

"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.

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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

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.

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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](#)
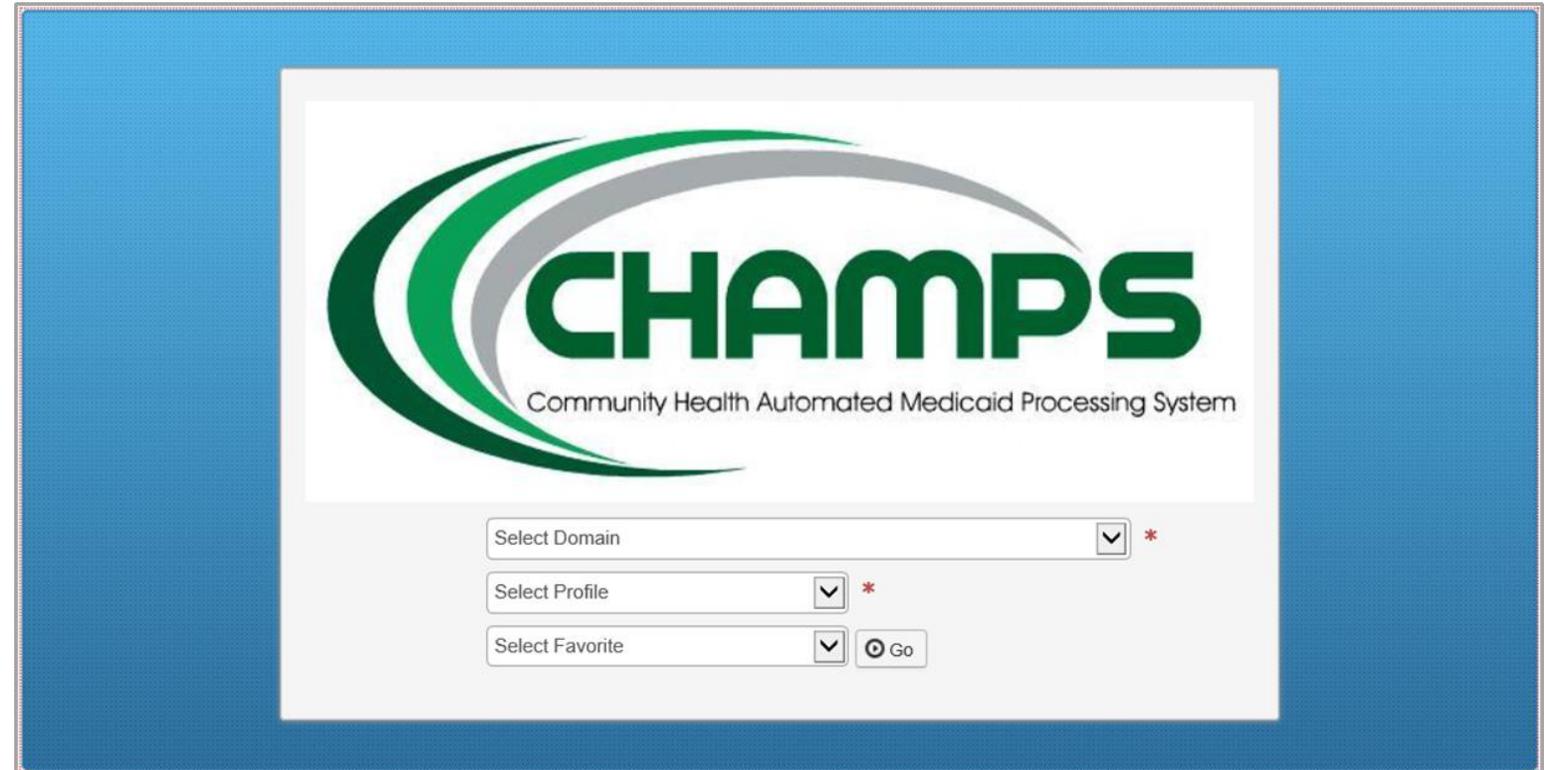
CHAMPS Subsystems

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.

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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)

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.

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.

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

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](#)

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](#)

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

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

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

We continue to update our Provider Resources:

CHAMPS Resources

Listserv Instructions

Provider Alerts

Medicaid Provider Training Sessions

Provider Support:

ProviderSupport@Michigan.gov

1-800-292-2550

Thank you for participating in the Michigan Medicaid Program