

CHAMPS

101:

My Inbox Tab



“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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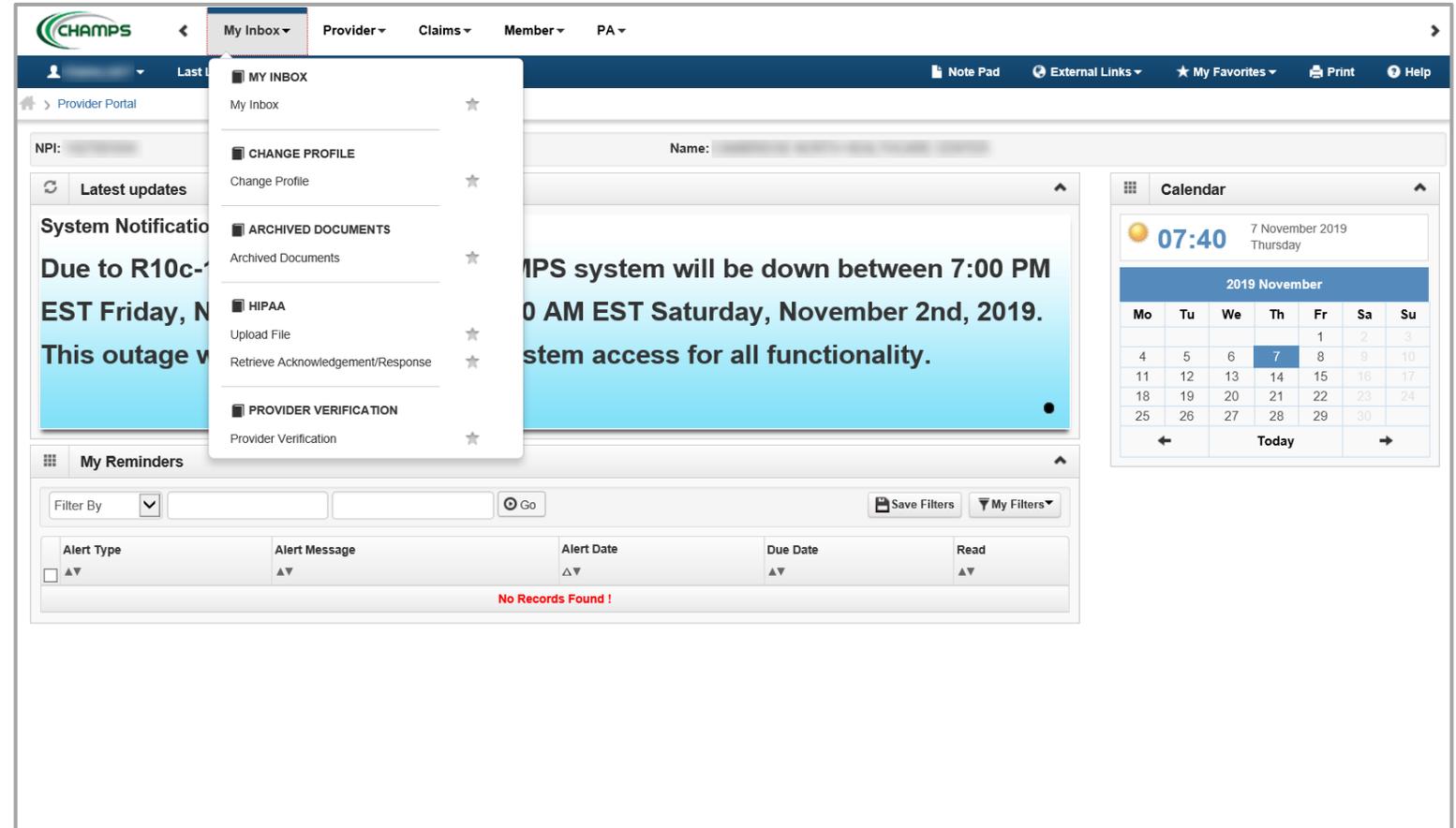
Provider Verification



Provider Resources

Overview: My Inbox Landing Page

- Access MILogin:
<https://milogintp.Michigan.gov>
- Access CHAMPS
 - Select Domain and Profile
- Once at the My Inbox Landing Page:
 - Click the My Inbox tab
- From the My Inbox dropdown select one of the following:
 - Change Profile
 - Archived Documents
 - Upload File
 - Retrieve Acknowledgement/Response
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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.

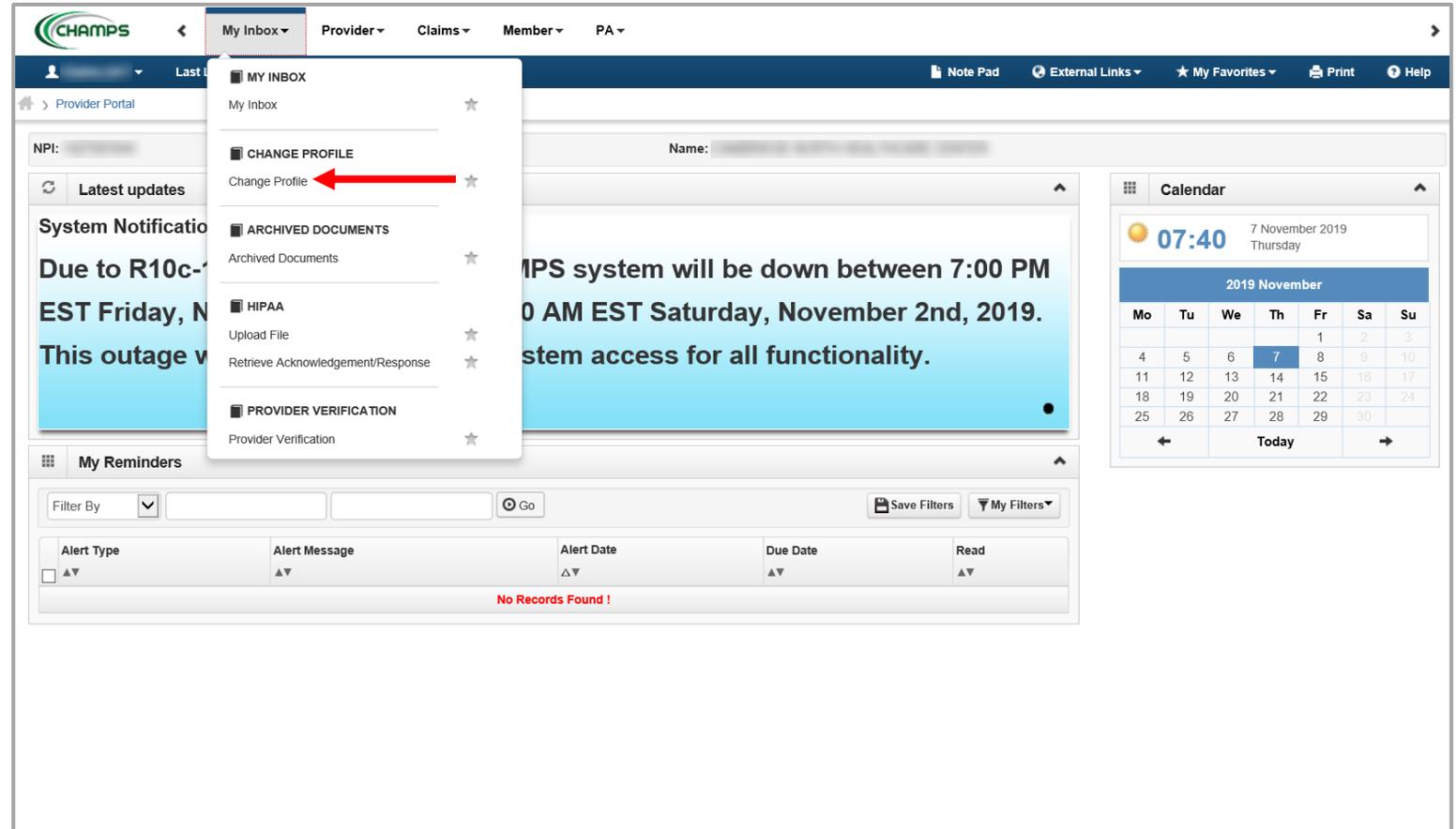
Change Profile

Certain tabs within CHAMPS can only be viewed under a specific profile.

Providers with multiple profiles may find they need to change profiles from within CHAMPS in order to get access to a different tab.

Change Profile

- Profiles must be established to grant access to each tab within CHAMPS.
 - For Domain Administrator assistance reference the Domain Administrator functions under [Register for MILogin Account for access to CHAMPS](#)
- A user may have multiple profiles if necessary.
- If a User does not see the tab they are looking for, rather than logging out of CHAMPS completely, a user is able to change their profile from within CHAMPS:
 - From the My Inbox dropdown:
 - Select Change Profile

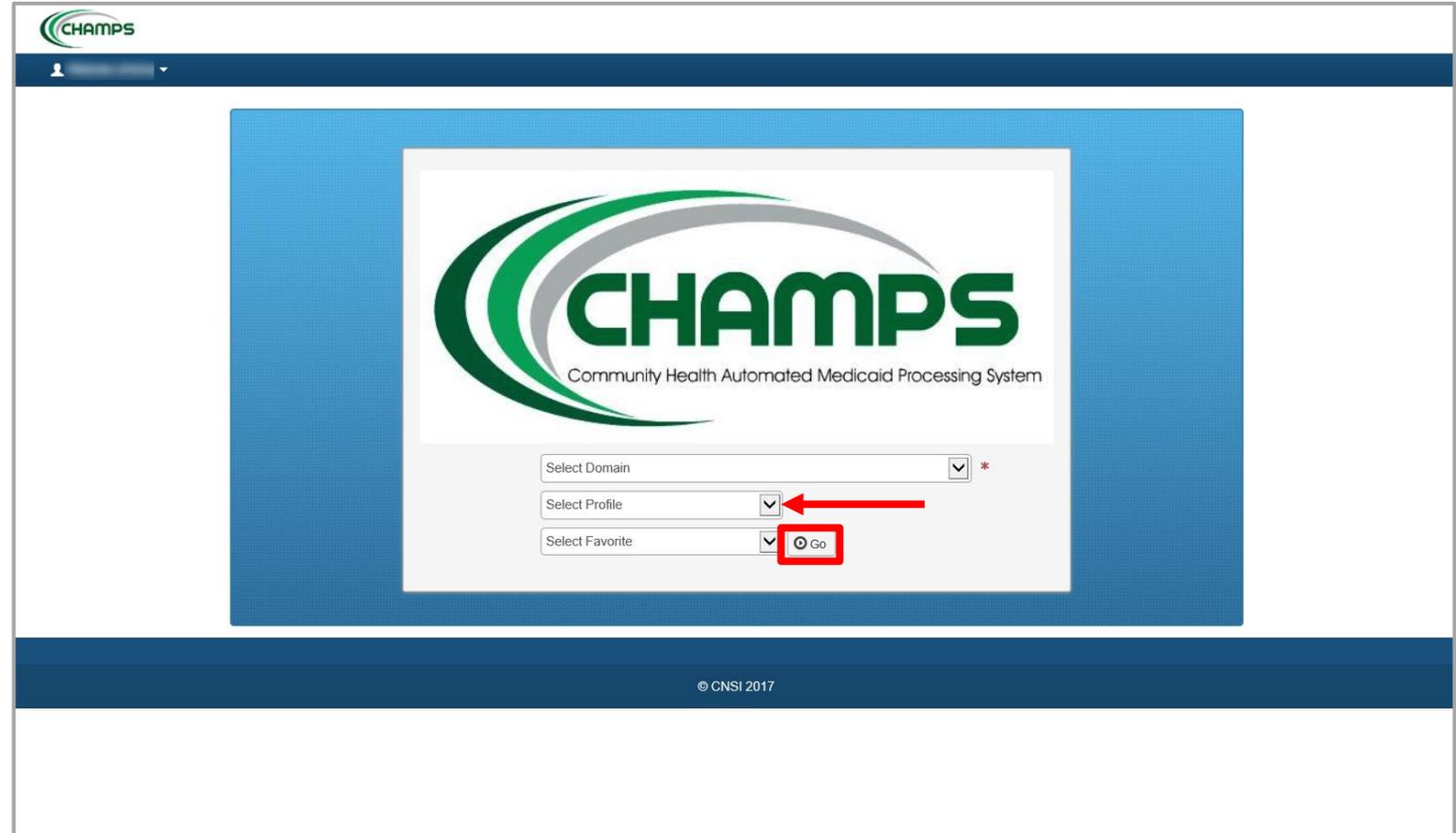


The screenshot shows the CHAMPS user interface. At the top, there is a navigation bar with the CHAMPS logo and several tabs: My Inbox, Provider, Claims, Member, and PA. Below this is a secondary navigation bar with icons for Note Pad, External Links, My Favorites, Print, and Help. The main content area is divided into several sections. On the left, there is a 'Latest updates' section with a 'System Notification' card that reads 'Due to R10c- EST Friday, N This outage v'. In the center, there is a 'My Reminders' section with a table header: Alert Type, Alert Message, Alert Date, Due Date, and Read. Below the header, it says 'No Records Found!'. On the right, there is a 'Calendar' section showing the date '7 November 2019 Thursday' and a calendar grid for November 2019. A red arrow points to the 'CHANGE PROFILE' option in the 'My Inbox' dropdown menu.

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	

Change Profile

- Click on the dropdown arrow next to Select Profile
 - Select the applicable Profile
- Some of the Profile types available:
 - Domain Administrator
 - CHAMPS Full Access
 - CHAMPS Limited Access
 - Prior Authorization Access
 - MCO Provider Access
 - Eligibility Inquiry
 - Provider Enrollment Access
 - Billing Agent Access
 - Claims Access
- For details of each profile reference the [Michigan Medicaid Provider Manual](#), Chapter General Information for Providers, Section 4.2 Provider Profiles
- Click Go when complete



The screenshot displays the CHAMPS login interface. At the top left is the CHAMPS logo. Below it is a user selection dropdown. The main content area features a large CHAMPS logo with the text "Community Health Automated Medicaid Processing System". Below the logo are three dropdown menus: "Select Domain", "Select Profile", and "Select Favorite". A red arrow points to the "Select Profile" dropdown. A red box highlights the "Go" button next to the "Select Favorite" dropdown. At the bottom of the page, the copyright notice "© CNSI 2017" is visible.

Archived Documents

Archived Documents is a file repository within CHAMPS for notifications, reports, documented payments, remittance advice, etc.

Archived Documents

- Archived Documents houses many resources for providers to print and reference.
- For a full list of the resources provided:
 - From the My Inbox dropdown
 - Select Archived Documents

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo and several dropdown menus: 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. Below this is a secondary navigation bar with icons for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. The main content area is divided into several sections. On the left, there is a 'Latest updates' section with a 'System Notification' that reads: 'Due to R10c- EST Friday, N This outage v'. In the center, there is a large blue banner that says: 'CHAMPS system will be down between 7:00 PM 0 AM EST Saturday, November 2nd, 2019. System access for all functionality.' On the right, there is a 'Calendar' section showing the date '7 November 2019 Thursday' and a calendar grid for '2019 November'. The 'My Reminders' section at the bottom has a filter bar and a table with columns: 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', and 'Read'. The table currently displays 'No Records Found !'. A dropdown menu is open from the 'My Inbox' menu, listing several options: 'MY INBOX', 'CHANGE PROFILE', 'ARCHIVED DOCUMENTS', 'HIPAA', and 'PROVIDER VERIFICATION'. A red arrow points to the 'ARCHIVED DOCUMENTS' option.

Archived Documents

- From here, select the document type from the dropdown.
 - For the purpose of this resource example, select Medicaid Payments Paper RA
- Click Go

The screenshot shows the CHAMPS Provider Portal interface. At the top, there is a navigation bar with tabs for 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. Below this is a header with 'Last Login: 22 JAN, 2020 02:45 PM' and utility icons for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. The main content area is titled 'Archived Documents' and includes a 'Close' button. A 'Document Type' dropdown menu is open, displaying a list of document types. The 'Medicaid Payments Paper RA' option is selected, indicated by a red arrow. To the right of the dropdown menu is a 'Filter By' section with two dropdown menus and a 'Go' button highlighted with a red square. Below the filter section is a table with columns for 'Document Name', 'Scanned Date', 'Mime Type', and 'Size'. The table currently displays 'No Documents Found!'.

Archived Documents Example

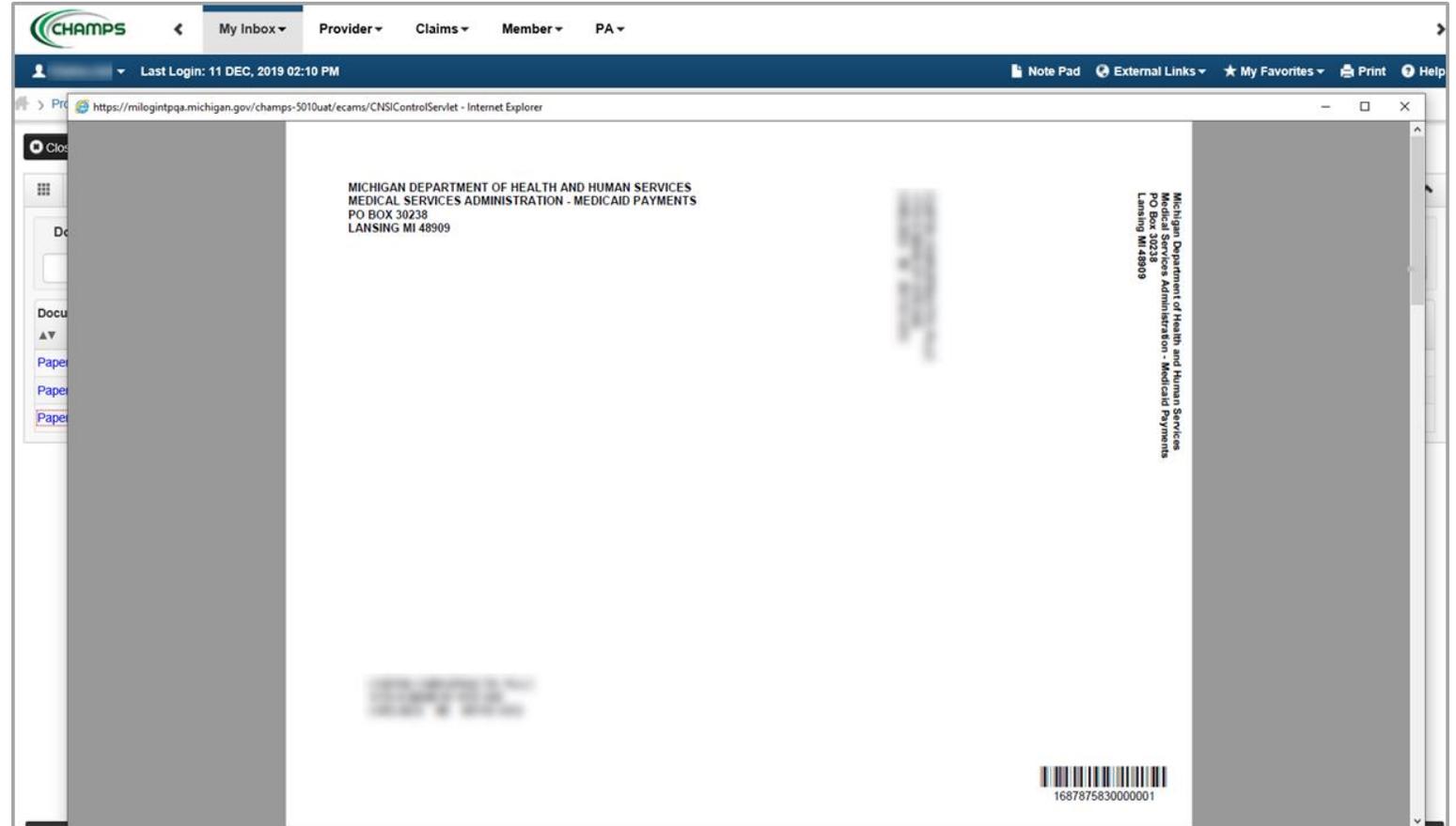
- After selecting Medicaid Payments Paper RA, a list of Paper Remittance Advices (RA) will display.
- Locate the scanned date that corresponds to the RA date in question.
 - Click the Paper RA hyperlink to access the paper RA.

The screenshot displays the CHAMPS Provider Portal interface. At the top, there are navigation tabs for 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. Below this is a user profile section with 'Last Login: 11 DEC, 2019 02:10 PM' and utility icons for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. The main content area is titled 'Archived Documents' and includes a filter section for 'Document Type' (set to 'Medicaid Payments Paper RA') and 'Filter By'. Below the filters is a table with the following data:

Document Name	Document Type	Scanned Date	Mime Type	Size
Paper RA	MP^Paper RA	05/09/2019 10:33:23	application/pdf	128 KB
Paper RA	MP^Paper RA	01/18/2019 13:47:23	application/pdf	128 KB
Paper RA	MP^Paper RA	11/11/2018 11:02:54	application/pdf	128 KB

Archived Documents Example

- After clicking on the Paper RA hyperlink, the paper RA will be displayed in a PDF format.
- For a thorough explanation of the paper RA reference:
 - [Paper RA Explanation](#)
 - [Retrieving a Medicaid Remittance Advice \(RA\) in CHAMPS](#)



Upload File

Upload File is for providers with only one NPI who want to batch upload their own claims into CHAMPS and have selected electronic batch as a mode of claim submission in their enrollment information.

Providers who do this will have experience with electronic files such as 837, 270, 276, etc.

Upload File

- Prior to starting this step providers should have already compiled their file. For further instructions on creating a file visit:
 - The [Trading Partner Website](#) and reference HIPAA – Companion Guides.
- Once the file is ready for upload under the My Inbox dropdown:
 - Under HIPAA, select Upload File

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo and several dropdown menus: 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. Below this is a secondary navigation bar with 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. The main content area is divided into several sections. On the left, there is a 'Latest updates' section with a 'System Notification' about a system outage. In the center, there is a large blue notification banner stating 'CHAMPS system will be down between 7:00 PM 10 AM EST Saturday, November 2nd, 2019. System access for all functionality.' On the right, there is a 'Calendar' section showing the date '7 November 2019 Thursday' and a calendar grid for November 2019. Below these sections is a 'My Reminders' section with a filter dropdown and a table with columns for 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', and 'Read'. The table currently shows 'No Records Found!'. A red arrow points to the 'Upload File' option under the 'HIPAA' section of the 'My Inbox' dropdown menu.

Upload File

- It's important to make sure the file created utilizes the appropriate naming convention, examples listed.
- To upload the file, click Upload
 - Reminder take note of the proper naming convention for the Fee For Service files being submitted.

CHAMPS

My Inbox Provider Claims Member PA

Last Login: 13 JAN, 2020 12:37 PM

Note Pad External Links My Favorites Print Help

Provider Portal Batch Attachment Response

Close Upload

Please click on the Upload button to upload your file.
Please use below naming conventions for web upload files.

837 Fee For Service:

- 1) NPI.5475.CCYMMDDhhmm
- 2) CHAMPS PROVIDERID.5475.CCYMMDDhhmm

837 ENC:

- 1) NPI.5476.CCYMMDDhhmm
- 2) CHAMPS PROVIDERID.5476.CCYMMDDhhmm

270:

- 1) NPI.5414.CCYMMDDhhmm
- 2) CHAMPS PROVIDERID.5414.CCYMMDDhhmm

276:

- 1) NPI.4952.CCYMMDDhhmm
- 2) CHAMPS PROVIDERID.4952.CCYMMDDhhmm

278:

- 1) NPI.5386.CCYMMDDhhmm
- 2) CHAMPS PROVIDERID.5386.CCYMMDDhhmm

Upload File

- Click Browse to select the file from its stored location on your computer

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo and menu items: My Inbox, Provider, Claims, Member, and PA. Below this is a user profile section showing the last login time as 13 JAN, 2020 12:37 PM. The main content area is titled 'Batch Attachment Response' and contains an 'Upload' button highlighted with a red box. Below the button, there are instructions and a list of claims with their respective provider IDs. An 'Attachment' dialog box is open in the foreground, featuring a 'Browse...' button highlighted with a red box. The dialog box also includes 'Ok' and 'Cancel' buttons at the bottom.

CHAMPS

My Inbox Provider Claims Member PA

Last Login: 13 JAN, 2020 12:37 PM

Note Pad External Links My Favorites Print Help

Provider Portal Batch Attachment Response

Close Upload

Please click on the Upload button to upload your file.
Please use below naming conventions for web upload files.

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- 1) NPI.5475.CCYMMDDhhmm
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276:

- 1) NPI.4952.CCYMMDDhhmm
- 2) CHAMPS PROVIDERID.4952.CCYMMDDhhmm

278:

- 1) NPI.5386.CCYMMDDhhmm
- 2) CHAMPS PROVIDERID.5386.CCYMMDDhhmm

Attachment

Please mention the file to be uploaded:

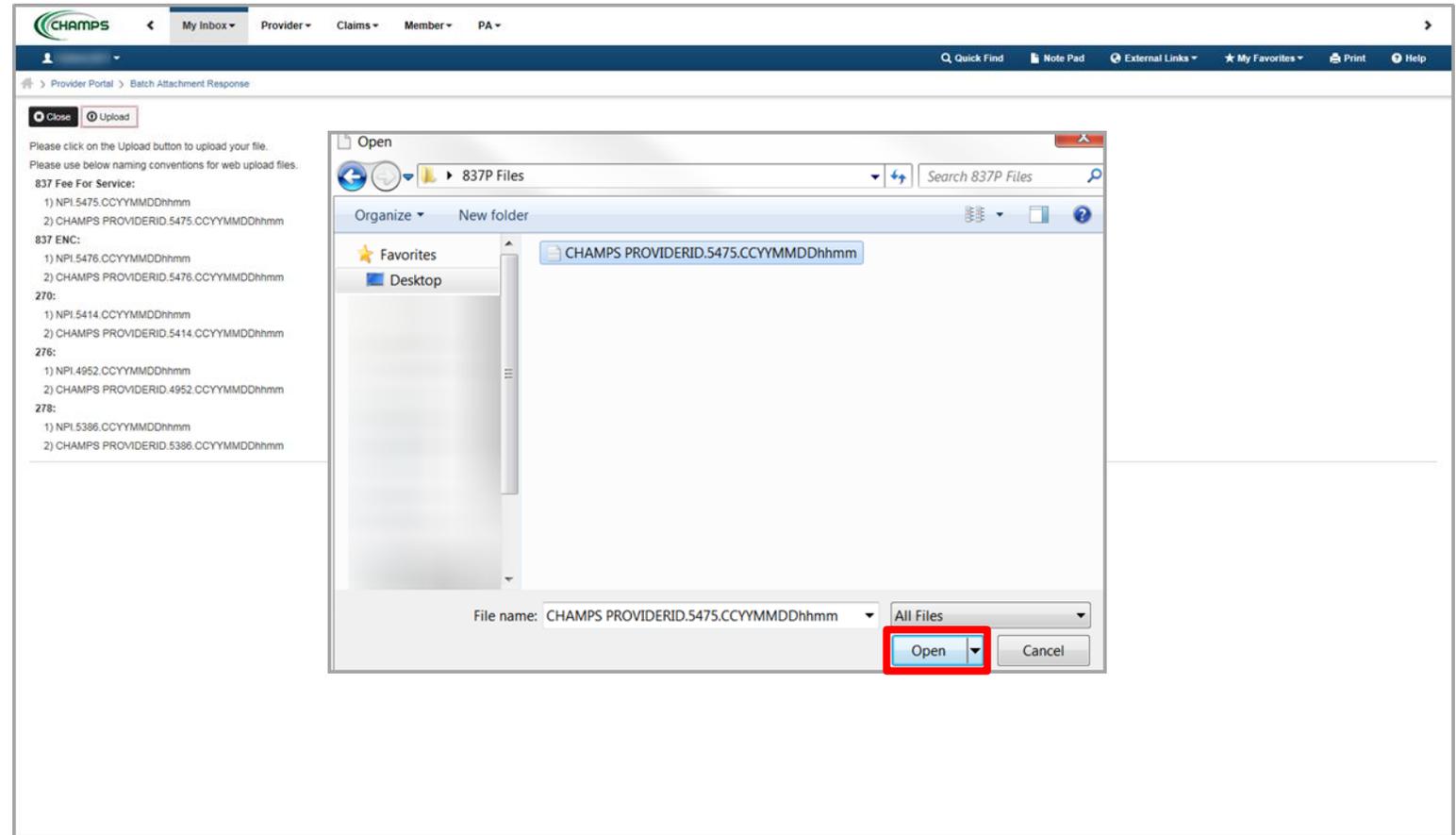
Filename: Browse... *

Ok Cancel

Page ID: dlgFileAttachment(My Inbox)

Upload File

- After locating the file, select the file by clicking on it once.
- Click Open



Upload File

- The file will display in the Filename field.
- Click Ok to submit the file

The screenshot shows the CHAMPS Provider Portal interface. The main content area displays instructions for uploading files and lists naming conventions for different claim types: 837 Fee For Service, 837 ENC, 270, 276, and 278. An 'Attachment' dialog box is open, prompting the user to 'Please mention the file to be uploaded:'. The 'Filename' field contains 'C:\Users\Desktop\CHAMPS PROVIDERID.5475.CCYY' and a 'Browse...' button. A red arrow points to the 'Browse...' button. At the bottom of the dialog, the 'Ok' button is highlighted with a red box. The page ID is 'dlgFileAttachment(My Inbox)'.

Upload File

- If the file is successfully uploaded, a confirmation will display, The following File has been successfully uploaded.
 - Please note this it NOT your 999-acknowledgement response

The screenshot shows the CHAMPS Provider Portal interface. The top navigation bar includes 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. The main content area displays instructions for uploading files, including naming conventions for '837 Fee For Service', '837 ENC', '270', '276', and '278' files. A red box highlights the 'Upload File Response' section, which contains the following text:

Upload File Response

Thank You

The following File has been successfully uploaded:

File Name :HIPAA, [redacted], 20170426113714, [redacted], 5475.201704261137.dat
Submitter ID : [redacted]
Date/Time :04-26-2017 11:38:20

Your file has been submitted for processing. You can retrieve the response(s) for this file by clicking on this link after 24-hours.

Please print this page for your reference.

Retrieve Acknowledgement /Response

Status of submitted
electronic files such as
837, 270, 276, etc.

Retrieve Acknowledgment / Response

- From the My Inbox dropdown:
 - Under HIPAA, select Retrieve Acknowledgment / Response

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo and several dropdown menus: 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. Below this is a secondary navigation bar with links for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. The main content area is divided into several sections. On the left, there is a 'Latest updates' section with a 'System Notification' about a system outage. In the center, there is a large blue notification banner stating: 'CHAMPS system will be down between 7:00 PM 10 AM EST Saturday, November 2nd, 2019. System access for all functionality.' On the right, there is a 'Calendar' widget showing the date '7 November 2019 Thursday' and a calendar grid for November 2019. Below these sections is a 'My Reminders' section with a search filter and a table with columns for 'Alert Type', 'Alert Message', 'Alert Date', 'Due Date', and 'Read'. The table currently shows 'No Records Found!'. A red arrow points to the 'Retrieve Acknowledgment/Response' option in the 'My Inbox' dropdown menu.

Retrieve Acknowledgment / Response

- Select the filter by criteria to find the file
- Filter by File name and enter either the provider ID, NPI or DEG ID.
 - Utilize wildcard (%) to help search
 - For example: %1234567%

The screenshot shows the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo, a user profile icon, and the text "My Inbox" and "Provider". Below this is a dark blue header with "Last Login: 22 JAN, 2020 10:35 AM" and utility icons for "Note Pad", "External Links", "My Favorites", "Print", and "Help". The main content area has a breadcrumb trail: "Provider Portal > Retrieve Acknowledgement Response File". A "Close" button is visible in the top left of the main content area.

The central part of the screen is titled "HIPAA Response/Acknowledgement". It features a search interface with a "Filter By" dropdown menu that is currently open, showing options: "File Name", "Interchange Control Number", "Provider ID", "Response Date", "Response Type", "Transaction Type", and "Upload/Sent Date". A red arrow points to the "File Name" option. Below the dropdown are two input fields for search criteria, a "Go" button, and "Save Filters" and "My Filters" buttons.

Below the search interface is a table with the following columns: "Transaction Type", "Interchange Control Number", "Upload/Sent Date", "Response Type", "Acknowledgement Status", "Response File Name", and "Response Date". The table is currently empty, and a red message "No Records Found!" is displayed at the bottom of the table area.

Retrieve Acknowledgment / Response

- File Name hyperlink contains the raw 837 data submitted to MDHHS. Click the hyperlink to open.
- Response type will indicate the TA1, 999 and HTML report
- Click the hyperlink in the Response File Name column to review each of the response types:
 - HTML Report:** report shows the results of a submitted data file validated against a guideline. (Errors causing the file to reject are reflected in the report with a Normal status, warning level errors are informational.)
 - TA1:** reports the status of the processing of an interchange header and trailer. When the ISA and IEA of the X12-encoded message are valid, a positive TA1 is created.
 - 999:** status of file

The screenshot shows the CHAMPS Provider Portal interface. The main content area is titled "HIPAA Response/Acknowledgement". It features a search bar with "File Name" and "Filter By" dropdowns, and a "Go" button. Below the search bar is a table with the following columns: Provider ID, File Name, Interchange Transaction Type, Interchange Control Number, Interchange Upload/Sent Date, Response Type, Acknowledgement Status, Response File Name, and Response Date. Three red arrows point to the "File Name", "Response File Name", and "Response Date" columns. The table contains three rows of data, all with a status of "Accepted".

Provider ID	File Name	Interchange Transaction Type	Interchange Control Number	Interchange Upload/Sent Date	Response Type	Acknowledgement Status	Response File Name	Response Date
	HIPAA_20191210090000.DCH_5475.191210085123077.dat		000000252	12/10/2019 16:14:03	HTML Report	Accepted	HIPAA_20191210090000.DCH_5475.191210085123077.dat.tmp_Audit.html	16:22:00
	HIPAA_20191210090000.DCH_5475.191210085123077.dat		000000252	12/10/2019 16:14:03	TA1	Accepted	HIPAA_20191210090000.DCH_5475.191210085123077.dat.tmp_TA1.dat	16:22:00
	HIPAA_20191210090000.DCH_5475.191210085123077.dat	837P	000000252	12/10/2019 16:14:03	999	Accepted	HIPAA_20191210090000.DCH_5475.191210085123077.dat.tmp_GS252_999.d	16:22:00

Retrieve Acknowledgment / Response

- A pop-up screen will display asking what you would like to do with the file being opened
- Click Save, then open to display the report in a new internet window.
- Based on your internet browser settings you may have an additional window to indicate which of your computer programs you would like to use to open the file based on the file extension.

The screenshot displays the CHAMPS Provider Portal interface. The main content area shows a table titled "HIPAA Response/Acknowledgement" with columns for "Provider ID", "File Name", and "Response Date". The table contains three rows of data, each with a "HIPAA" provider ID and a file name ending in ".dat". A "LOADING..." pop-up window is centered over the table, and a "Save" button in a small dialog box at the bottom is highlighted with a red box.

Provider ID	File Name	Response Date
0090000.DCH	5475.191210085123077.dat.tmp_Audit.html	12/10/2019 16:22:00
0090000.DCH	5475.191210085123077.dat.tmp_TA1.dat	12/10/2019 16:22:00
0090000.DCH	5475.191210085123077.dat.tmp_GS252_999.dat	12/10/2019 16:22:00

Provider Verification

CHAMPS Provider Verification tool is available for providers to verify if a provider is enrolled/registered with Michigan Medicaid.

Verifying a providers NPI for an Active Business Status can prove beneficial in preventing claim denials.

Provider Verification Tool

- From the My Inbox dropdown:
 - Select Provider Verification

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo and several dropdown menus: My Inbox, Provider, Claims, Member, and PA. Below this is a secondary navigation bar with links for Note Pad, External Links, My Favorites, Print, and Help. The main content area is divided into several sections. On the left, there is a 'Latest updates' section with a 'System Notification' card that reads: 'Due to R10c- EST Friday, N This outage v'. In the center, there is a large blue notification banner that reads: 'CHAMPS system will be down between 7:00 PM 0 AM EST Saturday, November 2nd, 2019. System access for all functionality.' On the right, there is a 'Calendar' section showing the date 7 November 2019, Thursday, with a time of 07:40. Below the calendar is a table for the month of November 2019. At the bottom, there is a 'My Reminders' section with a filter dropdown, a 'Go' button, and a table with columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. The table currently displays 'No Records Found!'.

Provider Verification Tool

- Select either NPI or Provider ID
- Enter the NPI or Provider ID and click Verify to verify if a provider is enrolled with Michigan Medicaid

The screenshot displays the CHAMPS Provider Verification Tool interface. At the top, the CHAMPS logo is visible on the left, and navigation menus for 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA' are on the right. Below the navigation bar, the user's last login is shown as '13 JAN, 2020 12:37 PM'. The main content area is titled 'Provider Verification' and includes a 'Close' button. The form contains a dropdown menu labeled 'Please select type:' with 'NPI' and 'Provider ID' as options. To the right of the dropdown is an input field labeled 'Enter NPI/Provider ID:' and a 'Verify' button. Red arrows point to the dropdown menu and the 'Verify' button.

Provider Verification Tool

- The screen will display the provider information, take note of the business status:
 - Active
 - Inactive
 - Deceased
- For details on what each business status means reference the [Provider Verification Tool resource](#)

The screenshot displays the CHAMPS Provider Verification Details page. The page header includes the CHAMPS logo and navigation tabs for My Inbox, Provider, Claims, Member, and PA. The user's last login is 13 JAN, 2020 12:37 PM. The page title is Provider Verification. The main content area shows the following details:

NPI/Provider ID:	Provider Name:
Business Status: Active	Primary Specialty:
Current Business Elig. Date Range: 01/01/2014-07/16/2022	Specialty: Chain

Providers with an 'Active' business status are only active through the Current Eligibility Date Range.

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**