“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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Logging into MILogin and CHAMPS

If you do not have a MILogin account please register using MILogin instructions
Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
Enter your User ID and Password
Click Login
You will be directed to your MILogin Home Page
Click the CHAMPS hyperlink

*MILogin resource links are listed at the bottom of the page
Click Acknowledge/Agree to accept the Terms & Conditions to get into CHAMPS
Select the Billing NPI from the Domain dropdown
Select the appropriate profile (for example full access, limited access, etc.)
Entering a Prior Authorization

Steps on navigating through CHAMPS to enter a Prior Authorization
Policy Information

- There may be occasions when a beneficiary requires services beyond those ordinarily covered by Medicaid or needs a service that requires prior authorization (PA). In order for Medicaid to reimburse the provider in this situation, MDHHS requires that the provider obtain authorization for these services before the service is rendered.

- Providers should refer to their provider-specific chapters in the Medicaid Provider Manual for PA requirements.

- The [Medicaid Code and Rate Reference Tool](#) can be used to verify which HCPCS and CPT codes require a PA.

- The following slides will walk through each DDE PA step within CHAMPS.
• Select the PA tab
- Select PA Request List
- Click Add New Request
- Fill in all fields marked with an asterisk (*).
- For Service Type, select the option that most closely describes the service that is being requested.

(Please Note: The navigation pane on the left side of the screen. Once a PA is entered, the user can move quickly between sections by clicking on the section in the navigation pane.)
Fill in all fields marked with an asterisk (*)
Click Next
The requestor NPI and name will be pre-populated based on the NPI that is logged into CHAMPS.

- Select the Servicing Provider Type
- Enter Servicing Provider NPI
- Click Save
- After clicking Save the Servicing provider information will be displayed
- If another Rendering/Servicing provider needs to be added, click Add; repeat previous steps
- If no additional provider information is needed, click Next
• Enter the diagnosis code
• Click Save

(Please Note: The Tracking Number is now displayed at the top of the screen, this can be used to track the status of your PA.)
To enter additional diagnosis code information, click Add.
If no additional information is needed, click Next.
To enter procedure information, click Add
- Fill in all fields marked with an asterisk (*)
- Click Save
After clicking save the procedure information will be added to the PA.
To enter additional codes, click Add.
If no additional information is needed, click Next.
To attach documents, click Add

- Documents can be submitted either electronically or by fax
- Skip to slide 28 for fax steps or continue for electronic
To Submit electronically:

- Select EL from the Mode of Transmission drop-down
- Click on Click here: To Upload Document hyperlink
To find the saved file on your computer, click Browse.
Select the file.
Click Upload Document.
• Message will then be displayed, ‘Info: Document is successfully archived!’
• Click Close
Please review and make sure all information is complete and correct
Click Next to submit the PA to MDHHS for review
The Acknowledge Submission screen will appear once the PA has been submitted.
Take note of the Tracking Number as this is used to status the PA once submitted.
Click Close to return to the PA request list page.
How to upload documents via Fax

Steps on faxing documentation for a PA
To attach documents, click Add.

Documents can be submitted either electronically or by fax.
- To Submit by Fax:
  - Select FX from the Mode of Transmission drop-down
  - Click on Click here: To Print Fax Cover Page hyperlink
Print the fax coversheet within Adobe
Please review and make sure all information is complete and correct
Click Next to submit the PA to MDHHS for review
The Acknowledge Submission screen will appear once the PA has been submitted.
Take note of the Tracking Number as this is used to status the PA once submitted.
Click Close to return to the PA request list page.
Searching for a Prior Authorization
- Select the Billing NPI from the Domain dropdown
- Select the appropriate profile (for example full access, limited access, etc.)
- Select the PA tab
Select PA Request List
The PA request list page shows PA's that are Requested, In Process, or Entering.
Searching by Prior Authorization Tracking Number

Steps on how to search within CHAMPS PA tab for a tracking number
- Select the Billing NPI from the Domain dropdown
- Select the appropriate profile (for example full access, limited access, etc.)
• Select the PA tab
- Enter Tracking Number
- Click Submit
- The PA requested information will be displayed
Provider Resources

- MDHHS website:  [www.michigan.gov/medicaidproviders](http://www.michigan.gov/medicaidproviders)

- We continue to update our Provider Resources, just click on the links below:
  - Listserv Instructions
  - Medicaid Alerts and Biller “B” Aware
  - Quick Reference Guides
  - Update Other Insurance NOW!
  - Medicaid Provider Training Sessions

- Provider Support:
  - [ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov) or 1-800-292-2550

Thank you for participating in the Michigan Medicaid Program.