

Provider Contact Information

Medicaid Health Plan

- [Medicaid Health Plan Website](#)
- [List of Medicaid Health Plan Contact and Service Listing](#)

Prior Authorization (PA)

- 1-800-622-0276

Provider Enrollment

- [Provider Enrollment Website](#)
- 1-800-292-2550
- ProviderEnrollment@Michigan.gov

Provider Support

- www.Michigan.gov/MedicaidProviders
- 1-800-292-2550
- ProviderSupport@Michigan.gov

SIGMA

- www.Michigan.gov/SIGMAVSS
- 517-284-0550
- SIGMA-Vendor@Michigan.gov
- [SIGMA Vendor Self Serve \(VSS\)](#)

Beneficiary Contact Information

Beneficiary Hotline

- 1-800-642-3195

MI Enrolls

- 1-888-367-6557

MI Bridges

- www.Michigan.gov/mibridges

Additional Resources

[CHAMPS Website](#)

[Training Website](#)

[Provider Alerts](#)

Medicaid Guide for Beginners

New to Michigan Medicaid? Follow the below steps to register for access to the Community Health Automated Medicaid Processing System, CHAMPS and start billing.

Step 1. Register for MILogin and Request CHAMPS Access

[MILogin and CHAMPS access](#)

Sign up for [Listserv](#)

Who is the Domain Administrator? Visit the [Admin Tab website](#)

Who must be enrolled within CHAMPS >> [Provider Enrollment Website](#) >> Step 1: Determine if Provider needs to enroll

Step 2. Eligibility Verification

Check beneficiary eligibility: Reference [Eligibility Inquiry](#)

- What is covered >> [Benefit Plan & Service Type Codes Table](#)

Michigan Medicaid eligibility policy >> [Michigan Medicaid Provider Manual](#) >> Chapter Beneficiary Eligibility

- Spenddown—Section 4. Medicaid Deductible Beneficiaries

Step 3. Bill Claim

How to submit a claim in CHAMPS via Direct Data Entry (DDE)?

[Dental](#) | [Institutional](#) | [Professional](#)

Electronically:

- [Submitting Claim Files Electronically](#)
- Claim Note: Loop 2300 and Segment NTE02
- Other Insurance: Loop 2320

Is that code covered? Access the Medicaid Code and Rate Reference Tool >> [External Links Quick Reference](#) (Exception Outpatient Hospitals)

- Utilizing the [Medicaid Code and Rate Reference Tool](#)
- [Medicaid Fee Screens](#)
- [Prior Authorization](#)

How to upload documents to the Document Management Portal? Visit the [External Links website](#) >> Document Management Portal (DMP)

Step 4. Payment/RA/ERA

How to status a claim >> [Claim Status Instructions](#)

- What does suspended mean? Claim has been submitted but requires manual review.

How to locate a paper Remittance Advice (RA) >> [Retrieving a Medicaid Paper RA](#)

How to locate the Washington Publishing Company for Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC) explanation >> [External Links Quick Reference](#)