

HCBS CHAMPS USER GUIDE

10-2025

6-27-2025

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INTRODUCTION

All waiver enrollments must be entered in CHAMPS. It is the HIDE SNP's responsibility to keep the system updated with the most current waiver enrollment information. It is also the HIDE SNPs responsibility to make these updates in real time.

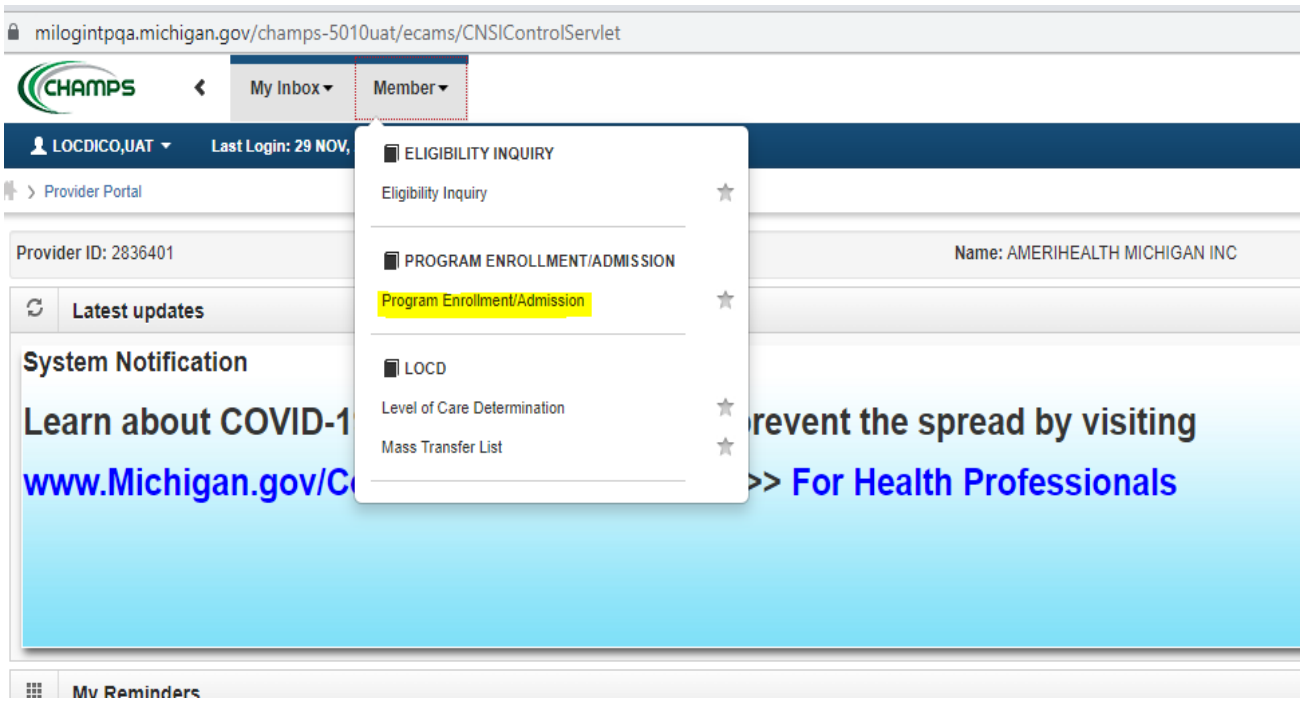
Please utilize this guide for entering new HCBS enrollments or disenrollment's in CHAMPS. This document shows the step-by-step instructions and needs to be utilized along with the HIDE SNP Chapter of the Medicaid Provider Manual and the MICH HCBS Waiver Services Resource Document.

The "HIDE SNP Admission Plan" profile will need to be used. No other profile will allow access to the needed screen. Each HIDE SNP's domain administrator will need to approve/assign the profile to the correct staff. If additional staff need access to CHAMPS, this should also follow normal process. Per the MICH HCBS Waiver Services Resource Document, no more than five individuals within each HIDE SNP should be designated to do any waiver enrollments or edits, although more than five people may have this profile to utilize for other purposes. No downstream vendors will be allowed to enter or edit the waiver enrollments. Only HIDE SNP staff will have this capability.

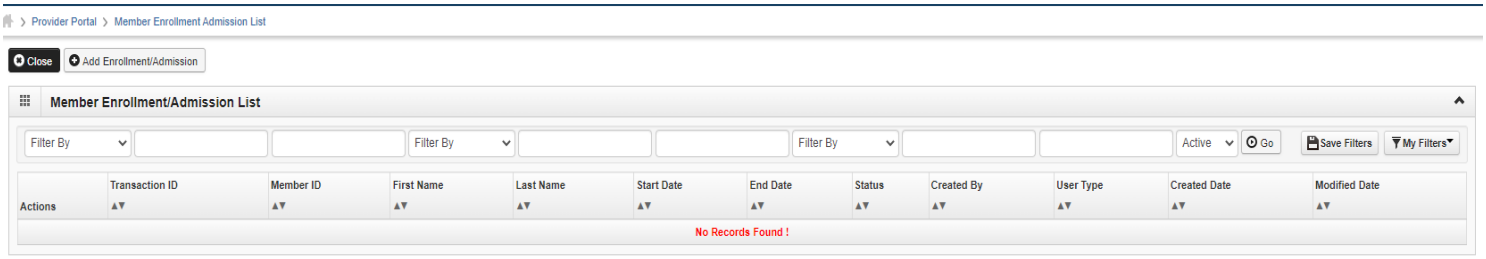
If you run into any issues entering the enrollment or disenrollment please email MDHHS-MICH-Waiver@michigan.gov.

ENTERING A NEW ENROLLMENT

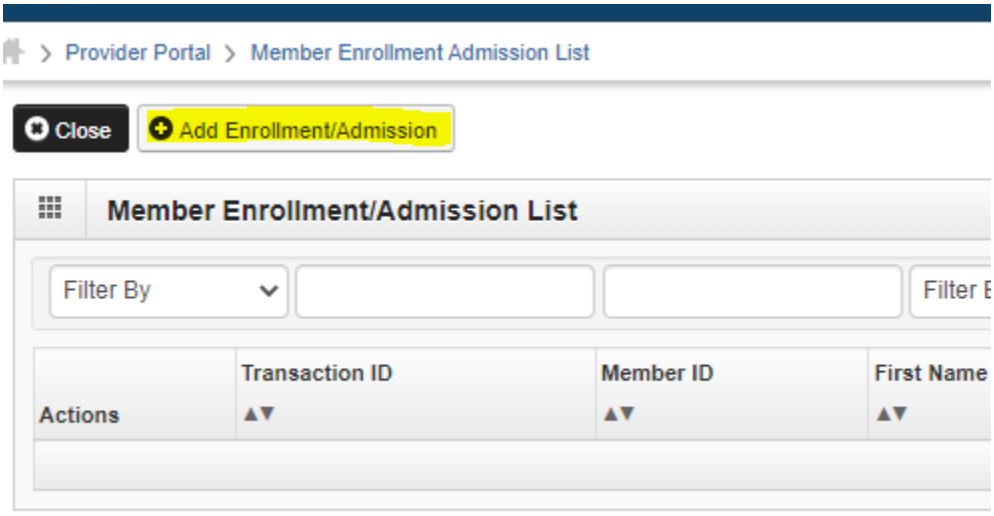
Once you are logged into the HIDE SNP Admission Plan profile, you will first click the “Member” tab at the top. Then select “Program Enrollment/Admission.”



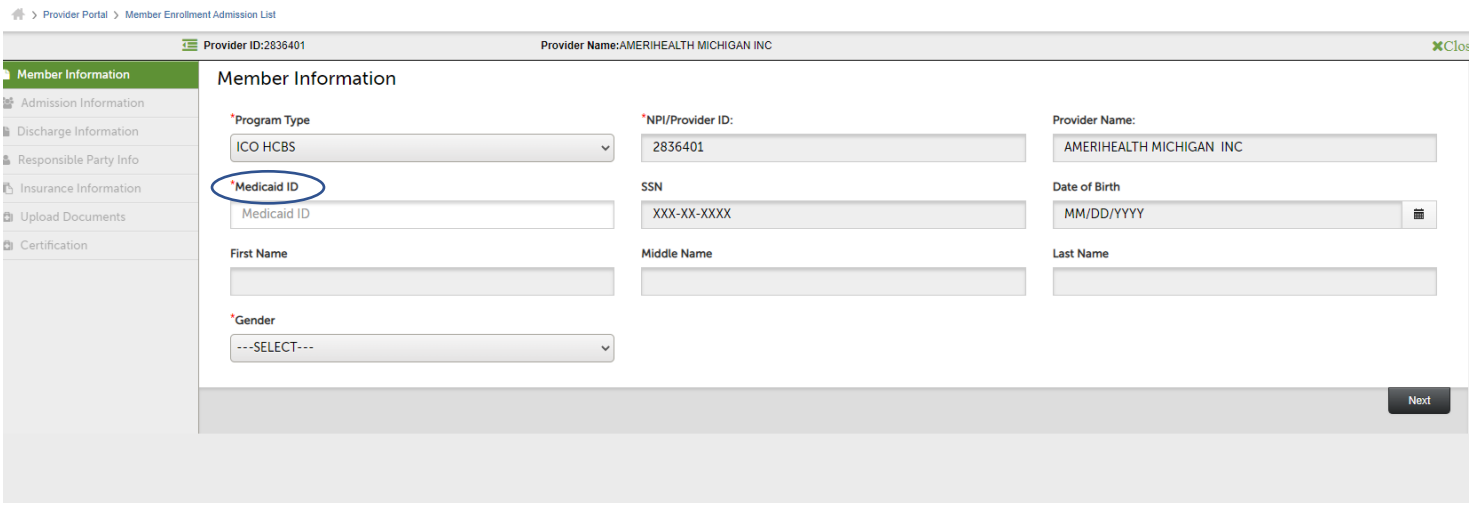
You will next be brought to the below screen. This is where you will do all entries/edits.



Select “Add Enrollment/Admission” on the left-hand side.

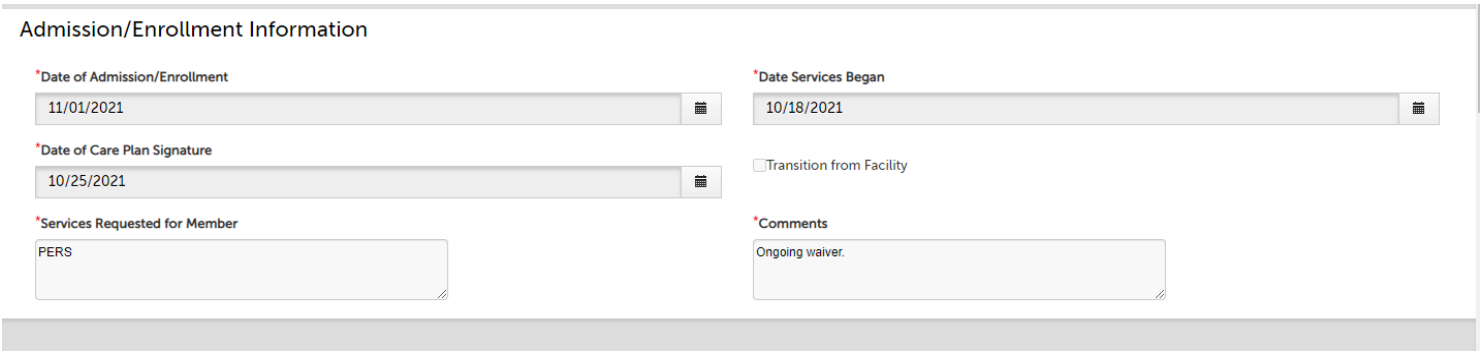


Once that is clicked, you will see the below pop up. This is the first step in entering the enrollment. Anything with a red * next to it, is a required field. The system will not let you proceed if there is not information in any required field. As shown below, “Program Type”, “NPI/Provider ID”, and “Provider Name” fields will already be populated based on your organizations information that you are logged in with. Medicaid ID is a required field to move forward with the enrollment. Once Medicaid ID is entered, click anywhere in the white space, and the other fields with the member information will be populated from the information we have for the member in CHAMPS.



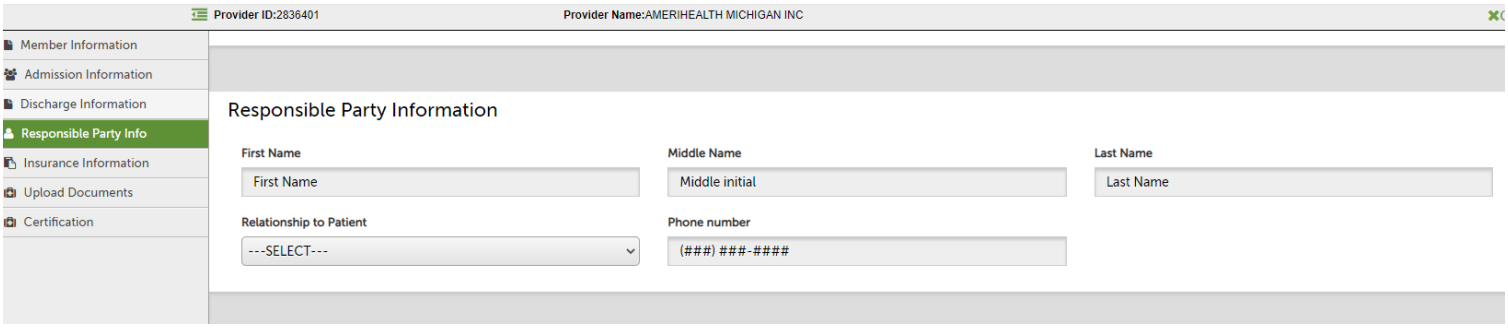
Once that information is entered and auto filled, you will be able to click “Next” to continue entering the enrollment.

The next step is to enter the enrollment information. You will need to enter the effective date of the enrollment, the date services began, the date the care plan was signed by the member, the services requested for the member, and comments. The comment box will be used to enter any other additional information that is relevant to the member's waiver enrollment e.g. change in condition after a SNF admission. If there is nothing to add here, please put "N/A". There is also a checkbox for "Transition from Facility" Please utilize this check box if this is a transition case. All of the below fields besides the transition checkbox are required fields and must be completed prior to moving on to the next section of the waiver enrollment.

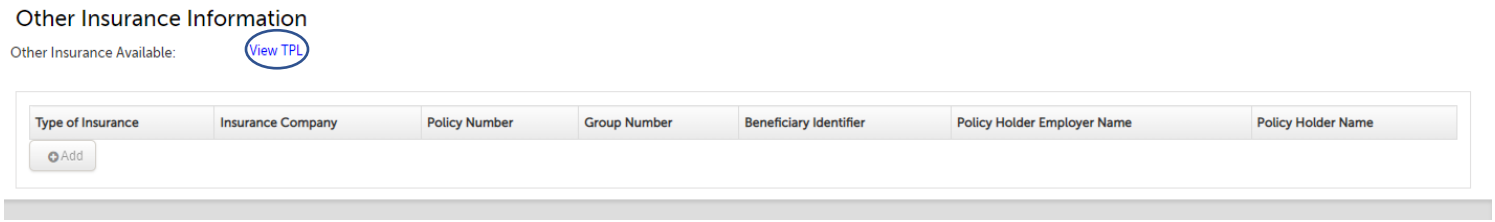


The system will use the Date of Admission/Enrollment to do an eligibility check before allowing you to proceed. This includes making sure there is an active and eligible LOCD with a start date that is prior to the start date of the date of admission/enrollment being entered and that the member is enrolled in your HIDE SNP during the date of admission/enrollment being entered.

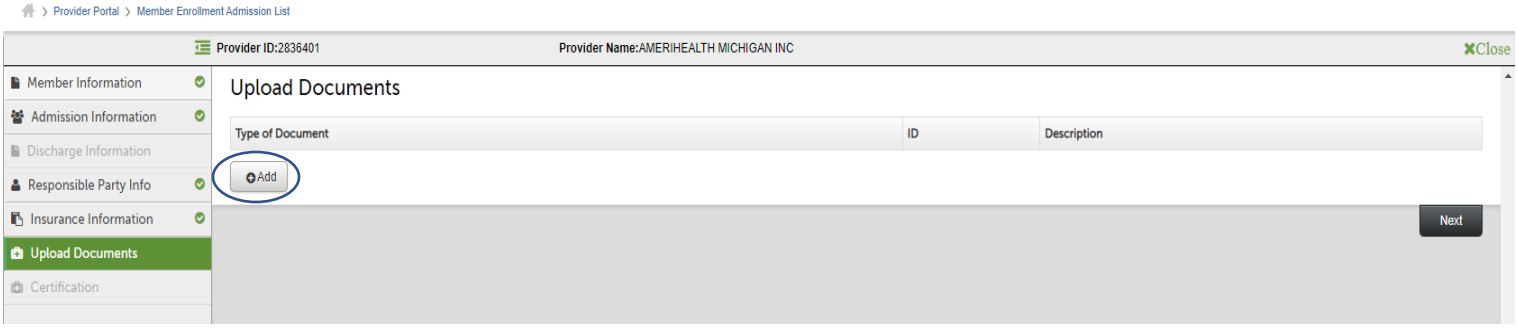
Once the enrollment information is filled out and it passed through all system checks, the next page will be "Responsible Party Information." Please enter any relevant responsible party information here. If there is none, you can hit next and continue to the next section.



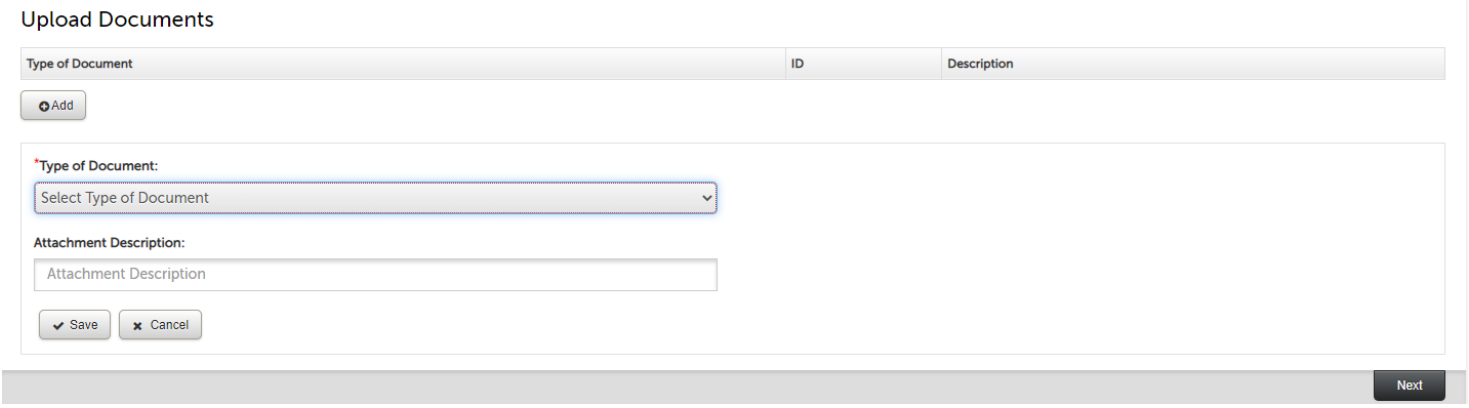
The next section is “Insurance Information.” This will let you enter any other insurance that may be relevant. It also allows you to view the TPL that is in CHAMPS. Once you click “View TPL” a pop-up will be displayed of the member’s TPL information. If there is nothing additional to add here, click Next and move on to the next section.



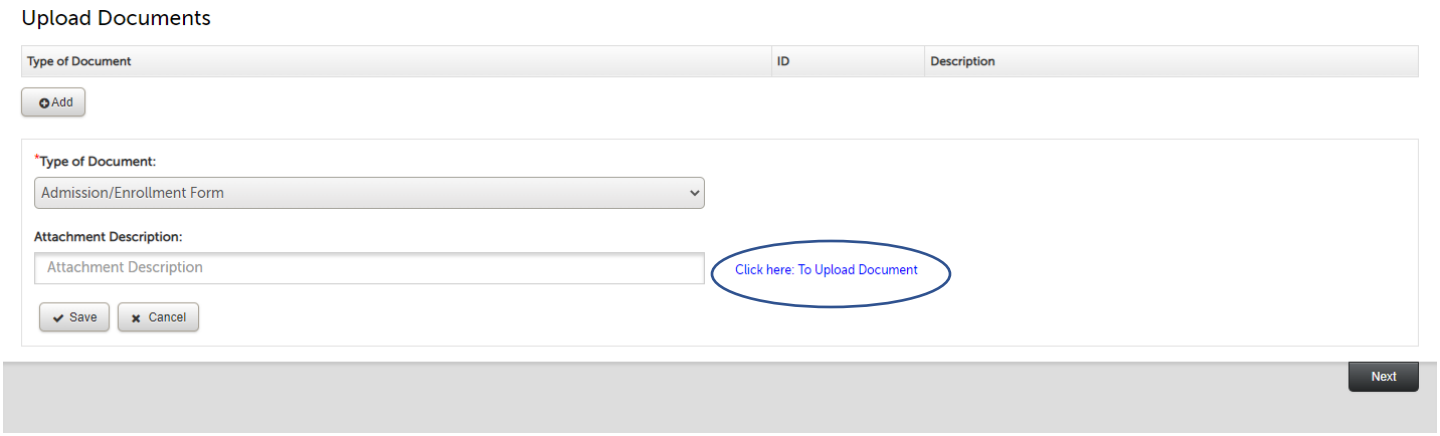
The next section is “Upload Documents.” This is a required section. At least 1 document will need to be uploaded to proceed with the enrollment. There is a limit of 10 documents per enrollment record.



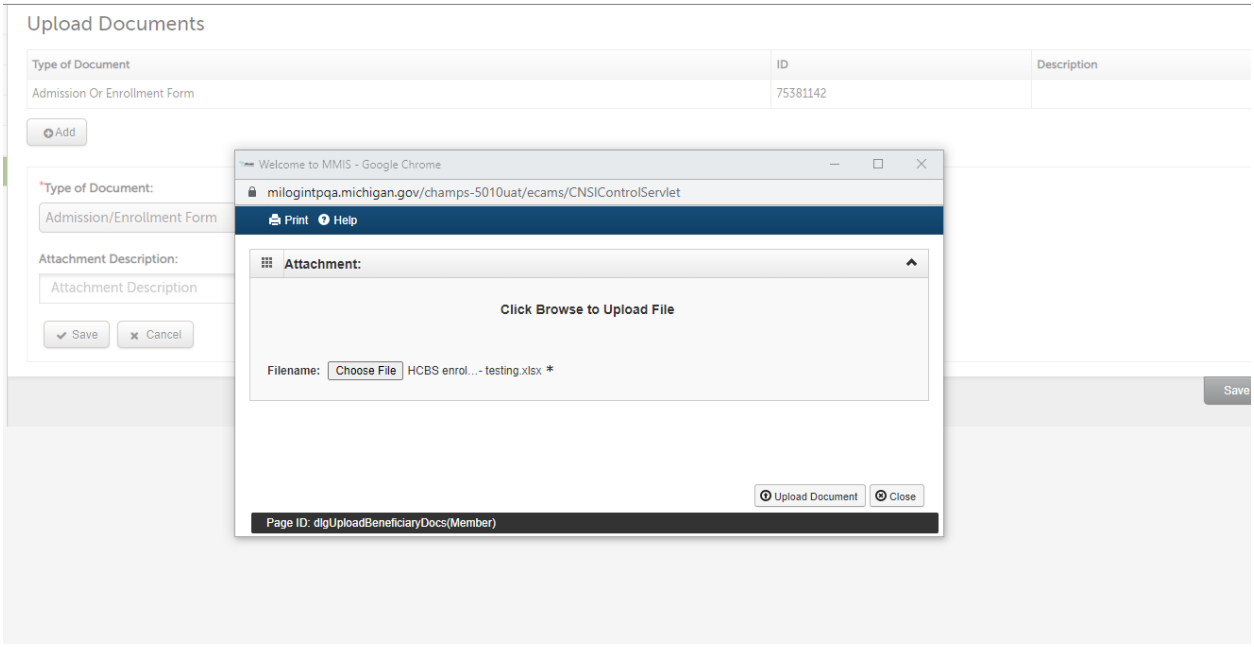
Once you click add, you will then select the type of document you are uploading from the drop-down menu. The three options are: “Admission/Enrollment Form”, “Discharge/Disenrollment Form”, and “Other”. The Admission/Enrollment Form will be used for all the required documents supporting the waiver enrollment. The discharge/disenrollment form will be used for any supporting documentation that supports the disenrollment. Other will be used for DPOA/guardianship paperwork.



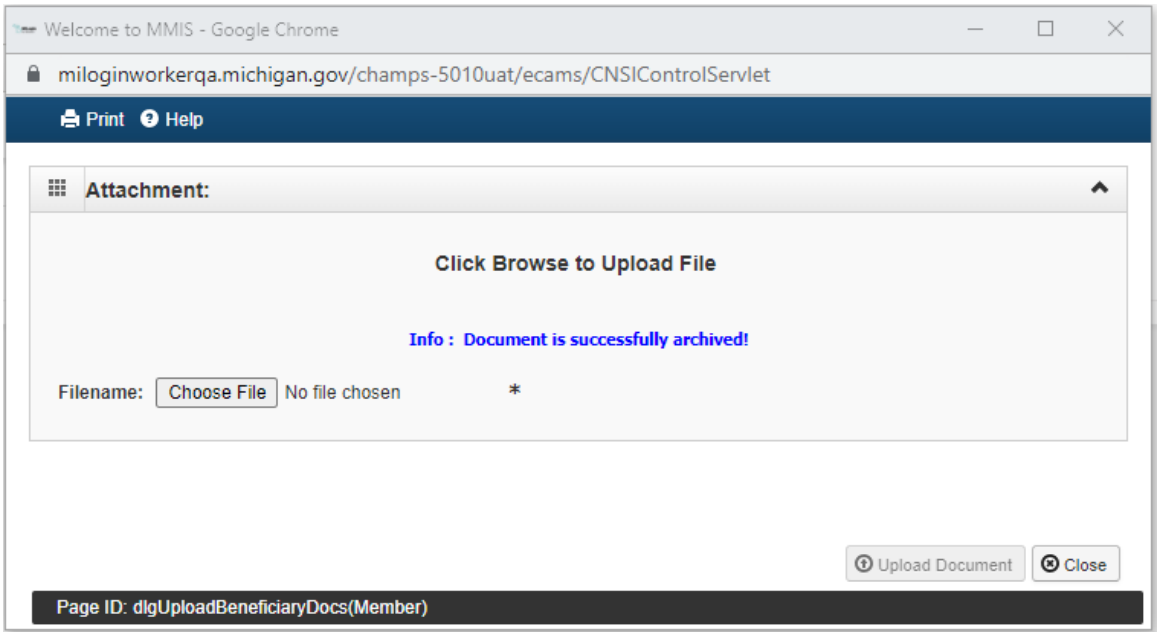
Once you select the type of document, a button will appear to upload the document.



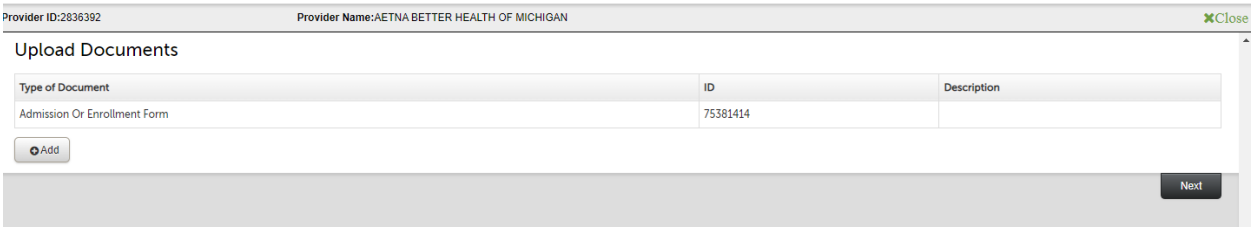
A new pop-up window will appear to upload the file. You will click “Choose File” Select the file you would like to add, then click “Upload Document.”



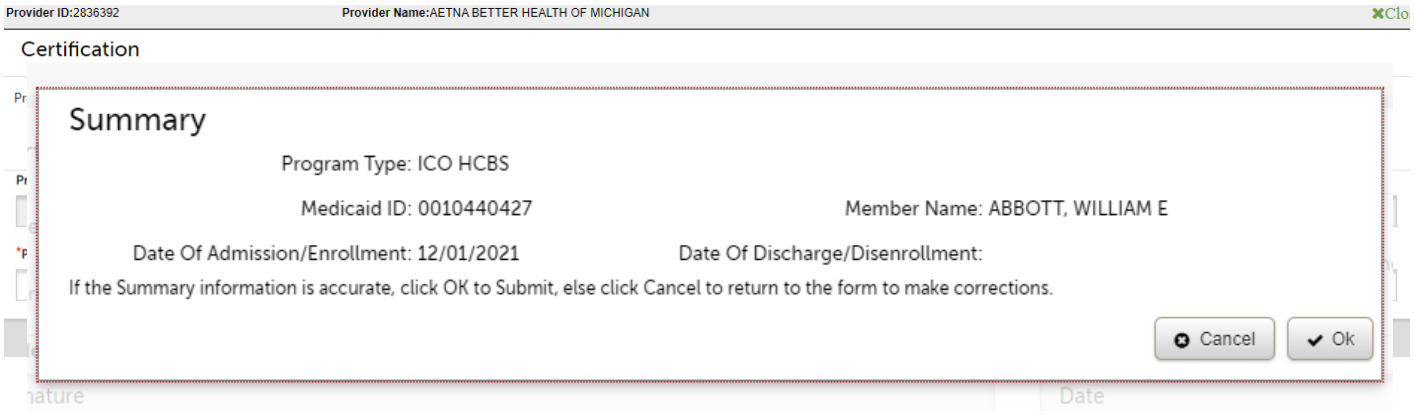
After clicking “Upload Document” the screen will update to say “Info: Document is successfully archived.” Then you need to hit “Close” which will bring you back to the main upload documents screen.



After clicking save, you will see the document added. Continue to add until all necessary documents are uploaded. Then click “Next” to proceed to the next section. Note: Once a document is uploaded the HIDE SNP cannot view or retrieve the document. If the plan identifies an error on an uploaded document they would need to contact the waiver team at MDHHS for assistance.



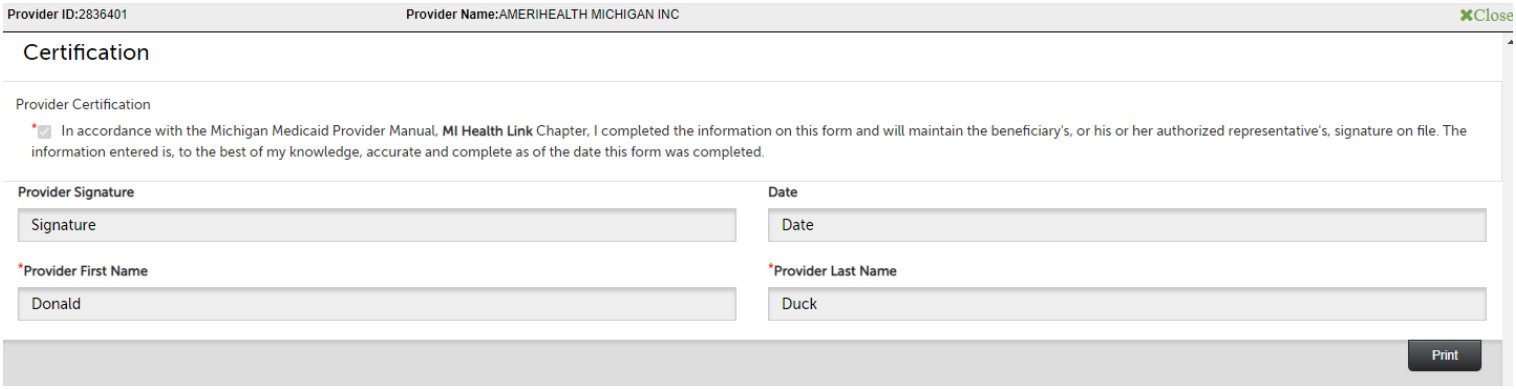
The next and final page is the Provider Certification. You will need to check the check box, and then enter your first and last name, agreeing that everything being submitted is true and accurate to the best of your knowledge. Then hit “Submit.”



Once you hit submit, a summary page will pop up.

If everything is accurate, proceed to hit “Ok” Once that is clicked, the summary box will go away, and you’ll be brought back to the Certification Page. The button that previously said “Submit” will now say “Print”. If you click print, you will be presented a summary page of all of the information entered. This is not required. At this point, the record is submitted, and you can proceed to hit the green “close” in the top right corner.

After selecting close, you will be brought back to the member/enrollment admission page. To verify the enrollment has been submitted, please proceed to the “Searching for an existing enrollment” section in this document to learn how to search for an existing enrollment. It will not automatically show up after submitting the enrollment, it will have to be searched for.

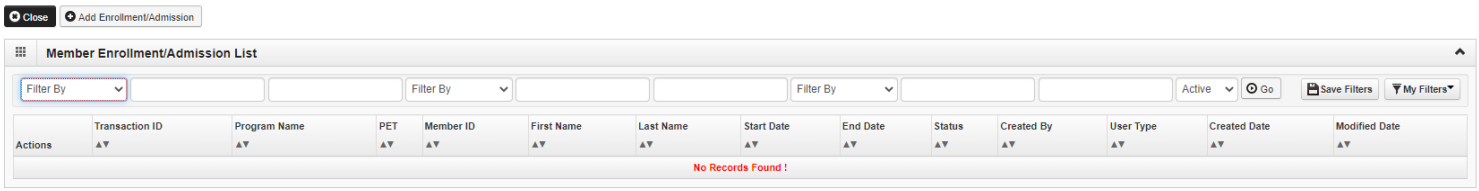


THINGS TO KNOW WHEN ENTERING AN ENROLLMENT:

- You can only enter an enrollment with an effective date in the current month, or 1 month in the future.
- Only enter a start date of the first of the month unless it is after a nursing facility admission. If there is a previous nursing facility admission in that month, the record can start at any day of the month following the discharge.
- The system will verify that the member is enrolled in your HIDE SNP for the start date of enrollment.
- The system will check for an active LOCD at the time the enrollment is entered. An active and eligible LOCD must have a start date that is prior to the waiver enrollment date that is being entered.
- Only 10 documents can be uploaded for each waiver enrollment record.
- Please see the below "Nursing Facility and Hospice Admissions" section for information regarding nursing facility and hospice admissions/discharges and how they impact the HCBS enrollment records.
- The system will not allow you to enter a disenrollment at the same time you are entering an enrollment. That will be greyed out on the left-hand side. You would need to submit the enrollment, then go back in and submit the disenrollment. If you need to enter both an enrollment and a disenrollment on the same member, please allow at least one day in between the transactions.
- You will not be able to edit the details of the enrollment after the record is submitted. You will only be able to upload additional documents to an existing record.
- The HCBS record will stay ongoing after eligibility ends and the member goes into deeming. If the member does not regain eligibility during deeming the system will automatically end the HCBS record effective the last day of the deeming period. If the member does regain eligibility during deeming, the record will continue to reflect ongoing HCBS enrollment.
- If the member's eligibility already has an end date, and the HIDE SNP enters an HCBS record, the record will automatically end the same date that eligibility is set to end. If the system enters an end date when the HIDE SNP enters the HCBS enrollment, the HIDE SNP should send a message to the waiver mailbox so the HCBS enrollment can be corrected.

SEARCHING FOR EXISTING ENROLLMENTS

Once enrollments are entered, there are multiple ways they can be searched for on the Program Enrollment/Admission Screen. There is a “Filter By” Drop down menu. Once that is clicked, there are multiple options to choose from.



The most used search criteria will likely be Member ID to search a specific member provider ID. Once you select a filter by criteria, enter the value into the text box next to the drop down. You will then need to select the drop down that says “Active”, next to the “Go” button. This needs to be changed to all. Once you have searched by the selected criteria in the filter by drop down, you can also use the arrows under each field to sort by ascending/descending records, within the specific criteria. You will also be able to see the status of the record (active or inactive) on the right-hand side once the search is completed.

To verify your enrollment has been submitted, the easiest way is to search for an individual member is using the Member ID. To pull all of the records submitted by your organization, search by provider ID. You can then use the arrows to sort. For example, if you wanted to see the records with an end date that is coming due you would search by your provider ID, and then go over to the end date and click the arrow pointed up. That will show you the records sorted by the oldest end date. You can also search and sort by the date it was created, and the individual who created the record.

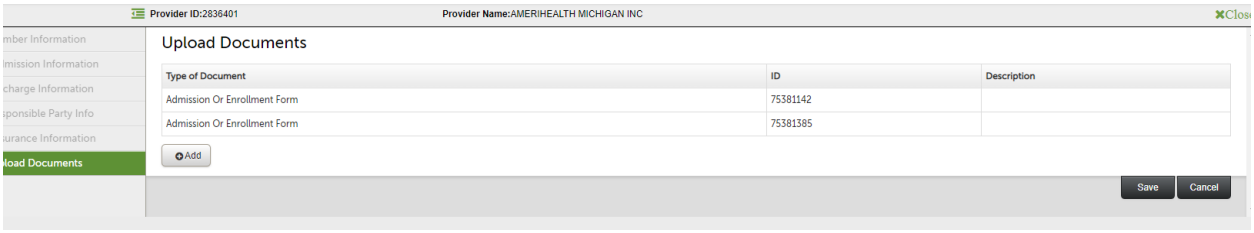
NURSING FACILITY AND HOSPICE ADMISSIONS

- Once the member discharges from the nursing facility, if they are resuming waiver services, a new waiver enrollment record will have to be entered. If there is no change in condition, and it is within 12 months of the last enrollment being entered, the same waiver packet can be used.
- If the HIDE SNP enters a waiver enrollment with a start date that is the same as the discharge date of a facility, and the facility has already entered the discharge into the system:
    - The system will allow the 1-day overlap on the program enrollment/admission screen, but the PET code will be changed to HCBS for the start date of the HCBS enrollment. Example:
        - Nursing facility admission 10/5/2026 – 12/1/26. HIDE SNP enters waiver enrollment with start date 12/1/26. PET codes will show:
            - HDE-NFAC 10/5/26 – 11/30/2026
            - HDE-HCBS 12/1/2026 – ongoing
        - Admission/Enrollment records will show:
            - Nursing facility admission 10/5/2026 – 12/1/2026
            - HIDE SNP HCBS enrollment 12/1/2026 – ongoing.
    - The above example also applies if the HIDE SNP enters a waiver enrollment on top of a nursing facility record that is still ongoing. The system will end date the previous record automatically, with an end date that is the same as the new HCBS start date.
- If there is a previous hospice at home admission, the system will update the PET code to HDE-HOSW effective on the start date of the new HCBS enrollment. The previous HDE-HCBS PET code will end 1 day prior. The admission/enrollments will continue to overlap.
- The HIDE SNP can enter mid-month enrollments upon nursing facility discharges.

ADDING ADDITIONAL DOCUMENTS TO AN EXISTING ENROLLMENT

Once a record has been submitted, the only editing functionality is to upload additional documents. Search for the record on the member enrollment/admission list page. Once it is pulled up, there is a drop-down menu under “Actions.” Click the drop down, and then select “Edit Details.”

This will bring you immediately to the upload documents section of the enrollment record.



Select add and follow the instructions above for uploading a document, making sure to hit save once it is uploaded, and confirm an additional file has been added. Once all documents are uploaded, hit save on the bottom right. Then proceed to hit close on the top right. Your documents are now uploaded, saved, and you are returned to the main member admission/enrollment screen.

ENTERING A DISENROLLMENT

To enter a disenrollment on an existing record, search for the record. Once the record is displayed, click the drop-down menu under “Actions” and select “Discharge/Disenroll.” You will then be brought to the below screen. There are a few different options to select for the disenrollment. First, select the type of disenrollment. You can pick from Voluntary, Involuntary, or Death. Below are the different types and reasons you can select from.

- Voluntary
    - Auto-discharge – moving to another facility/program. The system will use this reason when automatically end dating a waiver enrollment if they admit to a nursing facility.
    - Discharge to a facility – use this if you know the member has admitted to a nursing facility, if the facility has not entered the admission information yet.
    - Discharge to hospital
    - Discharge to state psych
    - Member no longer wants services
    - Other

- Involuntary
    - No longer in HDE-SNP-MC
    - Member no longer qualifies
    - Other
- Death
    - Death

Once you select the type of discharge/disenrollment, you will then enter the date of discharge/disenrollment as well as the reason. If you select Death for the type of discharge/disenrollment, the date option will change to Date of Death. If there is anything else relevant to the case, please note it in the remarks box. If entering a disenrollment due to admitting to a facility, state psych, or hospital please put the admission information in the remarks box. Then proceed to the submit button.

