

Bulletin Number: MSA 13-39

Distribution: All Providers

Issued: August 29, 2013

Subject: Electronic Distribution of Provider Bulletins and L Letters

Effective: As Indicated

Programs Affected: Medicaid, Adult Benefits Waiver, Children's Special Health Care Services (CSHCS), Waiver for Children with Serious Emotional Disturbances (SEDW), Children's Waiver Program (CWP), Maternity Outpatient Medical Services, MIChoice Waiver, Plan First!

NOTE: The implementation of this policy is contingent upon approval by the Centers for Medicare and Medicaid Services (CMS). Systems changes to CHAMPS related to this change are not contingent on CMS approval and will be implemented as described.

In an effort to reduce costs related to the printing and mailing of provider bulletins and L letters, an amendment to Public Act 280 of 1939 (also known as the Social Welfare Act) was enacted by the legislature. This amendment allows the Michigan Department of Community Health (MDCH) to send notification of provider bulletins by electronic mail (e-mail). This change only applies to policy bulletins and L letters and does not affect other reports or correspondence currently sent to providers through the US Mail.

As a result, MDCH will implement an electronic distribution of provider bulletins and L letters in early 2014. Beginning October 1, 2013, providers must designate a primary e-mail address in the basic information screen in the Community Health Automated Medicaid Processing System (CHAMPS) to be used for provider bulletin notification. The basic information screen within the CHAMPS provider enrollment subsystem will be modified to include entry of up to 10 e-mail addresses to be used for distribution of Medicaid Program information. Providers updating any enrollment information in the CHAMPS system will be required to enter an e-mail address(es) before exiting the system.

It is the provider's responsibility to ensure the accuracy of the e-mail address(es) contained in CHAMPS. MDCH will create a process to address undeliverable e-mails. The e-mail addresses may also be used by other areas within the Medical Services Administration (MSA) as an additional method of provider contact.

LISTSERV NOTIFICATIONS

MDCH will continue to release provider bulletin notifications and other pertinent Medicaid information through the current listserv. Other interested parties or additional provider staff wishing to receive direct notifications may continue to subscribe to the Medicaid listserv. Subscription instructions are posted on the MDCH website at www.michigan.gov/medicaidproviders >> Click Listserv Instructions under Hot Topics.

Manual Maintenance

Retain this bulletin until the information has been incorporated into the Michigan Medicaid Provider Manual.

Questions

Any questions regarding this bulletin should be directed to Provider Inquiry, Department of Community Health, P.O. Box 30731, Lansing, Michigan 48909-8231, or e-mail at ProviderSupport@michigan.gov. When you submit an e-mail, be sure to include your name, affiliation, and phone number so you may be contacted if necessary. Providers may phone toll-free 1-800-292-2550.

Approved

A handwritten signature in black ink that reads "Stephen Fitton". The signature is written in a cursive style with a large initial 'S' and 'F'.

Stephen Fitton, Director
Medical Services Administration