

Community Transition Services: FAO Enrollment Instructions

October 2021



“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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CHAMPS Provider Enrollment Type:
Facility/Agency/Organization (FAO)



Billing Overview



Provider Resources

Policy Background

- [MSA 21-11](#)

Community Transition Services (CTS) are Home and Community-Based Services (HCBS) for Medicaid beneficiaries who meet eligibility criteria.

The benefit is administered by the Michigan Department of Health and Human Services (MDHHS) on a Fee-For-Service (FFS) basis through transition agencies including Area Agency on Aging (AAA), Center for Independent Living (CIL), and other qualified Community-Based Organizations (CBO).

Beneficiaries eligible for CTS include nursing facility and institutional residents who meet needs-based criteria and have at least one risk factor as described in the [Medicaid Provider Manual](#).

- The intent of this webinar is to promote the requirement of provider enrollment for CTS providers through our Medicaid system, CHAMPS.

CHAMPS Enrollment Types

Facility Agency Organization (FAO)

- Center for Independent Living (CIL)
- Area Agency on Aging (AAA)
- Community Based Organization (CBO)

Rendering/ Servicing Only

- Registered Nurse (RN)
- Limited License Bachelor of Social Worker
- Limited License Master of Social Worker
- Licensed Baccalaureate Social Worker
- Licensed Master Social Worker
- Community Health Worker

Atypical

- Agency
- Individual:
 - Individual Driver
 - Home and Community Based Personal Care

Provider Enrollment Webpage

[<< www.Michigan.gov/MedicaidProviders >>](http://www.Michigan.gov/MedicaidProviders)

Provider Enrollment

Provider Enrollment Webpage

- Medicaid Providers Main webpage
- Click Provider Enrollment

Medicaid Provider Information - www.michigan.gov/medicaidproviders

This page provides information for healthcare providers who provide services to Medicaid beneficiaries or would like to enroll as a Medicaid provider.

It provides links to CHAMPS, billing and reimbursement resources, training, policy documents, and much more.



Provider Enrollment Webpage

- Step 1: [Determine if the provider needs to enroll](#)
- Step 2: [Determine CHAMPS Enrollment Type](#)
- Step 3: [Register with SIGMA – Vendor Self Service](#)
 - After completing SIGMA registration allow 3-5 business days to begin and complete the CHAMPS application. If you attempt to enroll in CHAMPS during this time, you may get an error when validating your information.
- Step 4: [Register for a MILogin Account for Access to CHAMPS](#)
- Providers wishing to elect another person to have Domain Administrator rights are required to submit:
 - Form: Electronic Signature Agreement Cover Sheet ([MDHHS-5405](#))
 - Form: Electronic Signature Agreement ([DCH-1401](#))

Provider Enrollment

URGENT:

Learn about our responses to Coronavirus and find the latest program guidance. www.Michigan.gov/Coronavirus >> Resources >> For Health Professionals

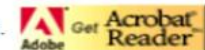
MDHHS advises review of “[Actions for Caregivers of Older Adults During COVID-19](#)” and supporting [Frequently Asked Questions \(FAQ\)](#) document.

Michigan’s stay at home order has been lifted, learn about each phase of the [MI Safe Start Plan Resuming Standard Operations for Case Management and Home and Community Based Services](#)

All providers who serve Michigan Medicaid beneficiaries are required to be screened and enrolled in the Community Health Automated Medicaid Processing System (CHAMPS). For assistance in enrolling please call 1-800-292-2550 option 4.

Effective October 1, 2019, providers who prescribe drugs to Medicaid beneficiaries must be actively enrolled in CHAMPS. The Michigan Department of Health and Human Services (MDHHS) will prohibit payment for prescription drug claims written by a prescriber who is not enrolled in CHAMPS.

All documents are provided in Acrobat format. To install Acrobat Reader, click on the icon.



Getting Started - Enrollment

- [Step 1: Determine if Provider needs to enroll](#)
- [Step 2: Determine CHAMPS Enrollment Type](#)
- [Step 3: Register for SIGMA](#)
- [Step 4: Register for MILogin Account for access to CHAMPS](#)

Step-by-Step CHAMPS Enrollment Guides

Medicaid Resources

Provider Enrollment Webpage

- CIL,AAA, and other community-based organizations will select the Facility/Agency/Organization (FAO) hyperlink.

Provider Enrollment

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[Resuming Standard Operations for Case Management and Home and Community Based Services](#)

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Getting Started - Enrollment

Step-by-Step CHAMPS Enrollment Guides

- Individual/Sole Proprietor
- Rendering/Servicing
- Group
- Billing Agent
- Facility/Agency/Organization (FAO)
- Atypical

Medicaid Resources

Provider Enrollment Webpage

- For complete instructions on entering an FAO enrollment please click the [CHAMPS Enrollment Application: FAO User Guide PDF](#) hyperlink.
- Additional FAO resources listed can be utilized to assist providers in completing the CHAMPS FAO enrollment.

Facility/Agency/Organization (FAO)

A Facility / Agency / Organization (FAO) provider is an entity that provides health care services. An FAO includes Hospitals, Nursing Facilities, Laboratories, etc., and have a Type 2 NPI number associated to them. Providers who need to associate to an FAO will need to wait until the FAO enrollment application has been approved in CHAMPS.

- CHAMPS Enrollment Application: FAO User Guide - [PDF](#)
 - Step 2: Add Locations - [PDF](#)
 - Step 3: Add Specialties - [PDF](#)
 - Step 13: Fee Payment - [PDF](#)
- How to associate a billing agent and authorize the 835 - [PDF](#)
- Provider Controlling Interest/Ownership Tip - [PDF](#)
- Quick Reference Guide - [PDF](#)
- Revalidation Instructions - [PDF](#)
- Track Application - [PDF](#)

Domain Administrator Resources

- Domain Administrator Functions -[PDF](#)
 - [Quick Reference Guide](#)
 - [Manage User List Page for Domain Administrators](#)
- Electronic Signature Agreement Cover Sheet MDHHS-5405
- Electronic Signature Agreement DCH-1401

CHAMPS

Enrollment Type: Facility/Agency/Organization (FAO)

Center for Independent Living,
Area Agency on Aging, and
Community Based
Organization providers will be
required to enroll in CHAMPS as
an FAO enrollment type.

All resources can be found on the
Medicaid Provider Enrollment
website:

www.Michigan.gov/MedicaidProviders

>> Provider Enrollment

MILogin

- A MILogin user ID and password is required to subscribe and access the Community Health Automated Medicaid Processing System (CHAMPS) application.
- How to access:
 - <https://MILogintp.Michigan.gov>
- For complete instructions on how to register for MILogin and access CHAMPS reference the below resources:
 - [MILogin Instructions](#)
 - [MILogin Help Page](#)
 - [Access CHAMPS](#)

Michigan.gov

HELP CONTACT US

MILogin for Third Party

User ID

Password

LOGIN

Don't have an account?


SIGN UP

Forgot your User ID? Need Help? Forgot your password?

Copyright 2015-2019 State of Michigan

FAO

- Click New Enrollment

 < Provider ▾ >

Quick Find | Note Pad | External Links ▾ | My Favorites ▾ | Print | Help

Provider Enrollment

New Enrollment	Enroll As A New Provider
Track Application	Track Existing Provider Application

FAO

- Select Facility/Agency/Organization
- Click Submit

The screenshot shows the CHAMPS Provider Portal interface. At the top, there's a navigation bar with the CHAMPS logo, a 'My Inbox' button, and a 'Provider' dropdown menu. Below this, a status bar shows the user's last login as '20 MAY, 2021 10:21 AM'. The main content area is titled 'Enrollment Type' and contains a list of radio button options for selecting an enrollment type. The options are: 'Individual/Sole Proprietor' (with a sub-option 'Regular Individual/Sole Proprietor or Rendering/Service Provider'), 'Group Practice (Corporation, Partnership, LLC, etc.)', 'Billing Agent', 'Facility/Agency/Organization (FAO: Hospital, Nursing Facility, Various Entities)' (which is selected and has a red arrow pointing to it), 'Atypical (non-medical) provider (Choose this option if you do not have a NPI)' (with sub-options 'Individual (Driver, Home Help/Personal Care, Carpenter, etc.)' and 'Agency (Child Care Institution, Home Help/Personal Care Agency, Transportation Company, Local Education Agency etc.)'). At the bottom left of the form, there is a 'Submit' button highlighted with a red box.

FAO

Step 1: Basic Information

Information needed:

- ☐ Entity Business Name
- ☐ EIN/TIN
- ☐ Organization Business Type
- ☐ Vendor ID
- ☐ NPI
- ☐ Contact Email Address

- Refer to [Enrollment Guide for FAO Providers](#) for complete step-by-step instructions

The screenshot displays the CHAMPS Provider Portal interface. At the top, the CHAMPS logo is visible alongside navigation links for 'My Inbox' and 'Provider'. A status bar indicates the last login was on May 28, 2021, at 09:21 AM. The main content area is titled 'New Enrollment' and contains a 'Basic Information' form. The form includes fields for 'Legal Entity Name' (with a note '(As shown on the Income Tax Return)'), 'Entity Business Name' (marked with an asterisk and '(Doing Business As)'), 'Organization/Business Type' (a dropdown menu), 'EIN/TIN' (marked with an asterisk), and 'Vendor ID' (marked with an asterisk). Below these, there is an 'NPI' field (marked with an asterisk) and a 'Contact Email Address' section with six email input fields labeled 'Email-1' through 'Email-6'. At the bottom right of the form, there are three buttons: 'Confirm', 'Finish' (highlighted with a red box), and 'Cancel'. The page ID 'dlgAddBasicInformationStep1(Provider)' is shown in the footer.

FAO

- Confirmation, Basic Information is complete
- Take note of the Application ID, as this is used to track your application status
- Click Ok

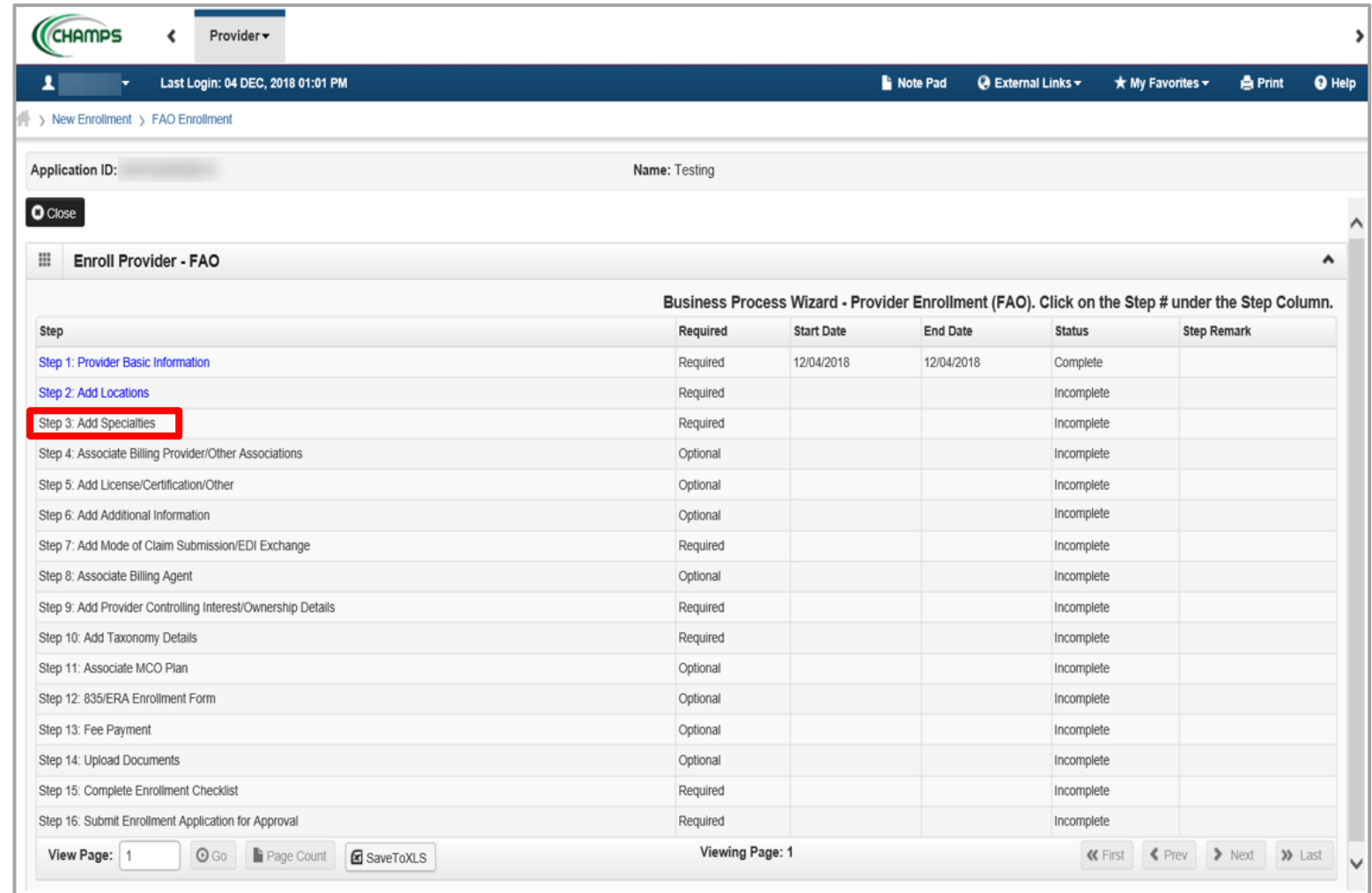
The screenshot shows the CHAMPS Provider Portal interface. The top navigation bar includes the CHAMPS logo, a user profile dropdown, and a 'Last Login' timestamp of '28 MAY, 2021 09:21 AM'. The main content area is titled 'New Enrollment' and displays a confirmation message: 'You have successfully completed the basic information on the Enrollment Application.' Below this, the 'Your Application ID' is shown as a masked number, with a red arrow pointing to it. A warning message states: 'Please make note of this Application ID. This is the number you will be required to use to track the status of your enrollment application. Without this number, you will not be able to access your application and your information will be deleted.' Another warning states: 'Please make sure to complete your application and submit it for State Review within 30 calendar days OR your application will be deleted.' An 'Ok' button is located in the bottom right corner of the confirmation box. The page ID is 'dlgAddBasicInformationStep3(Provider)'.

FAO

Step 3: Add Specialties

- Utilize the [Enrollment Guide for FAO Providers](#) for complete step-by-step instructions on completing step 2: Add Locations.
- When completing Step 3: Add Specialties reference the following slides for help in selecting the correct specialty.

(Please Note: some steps are required verses optional)



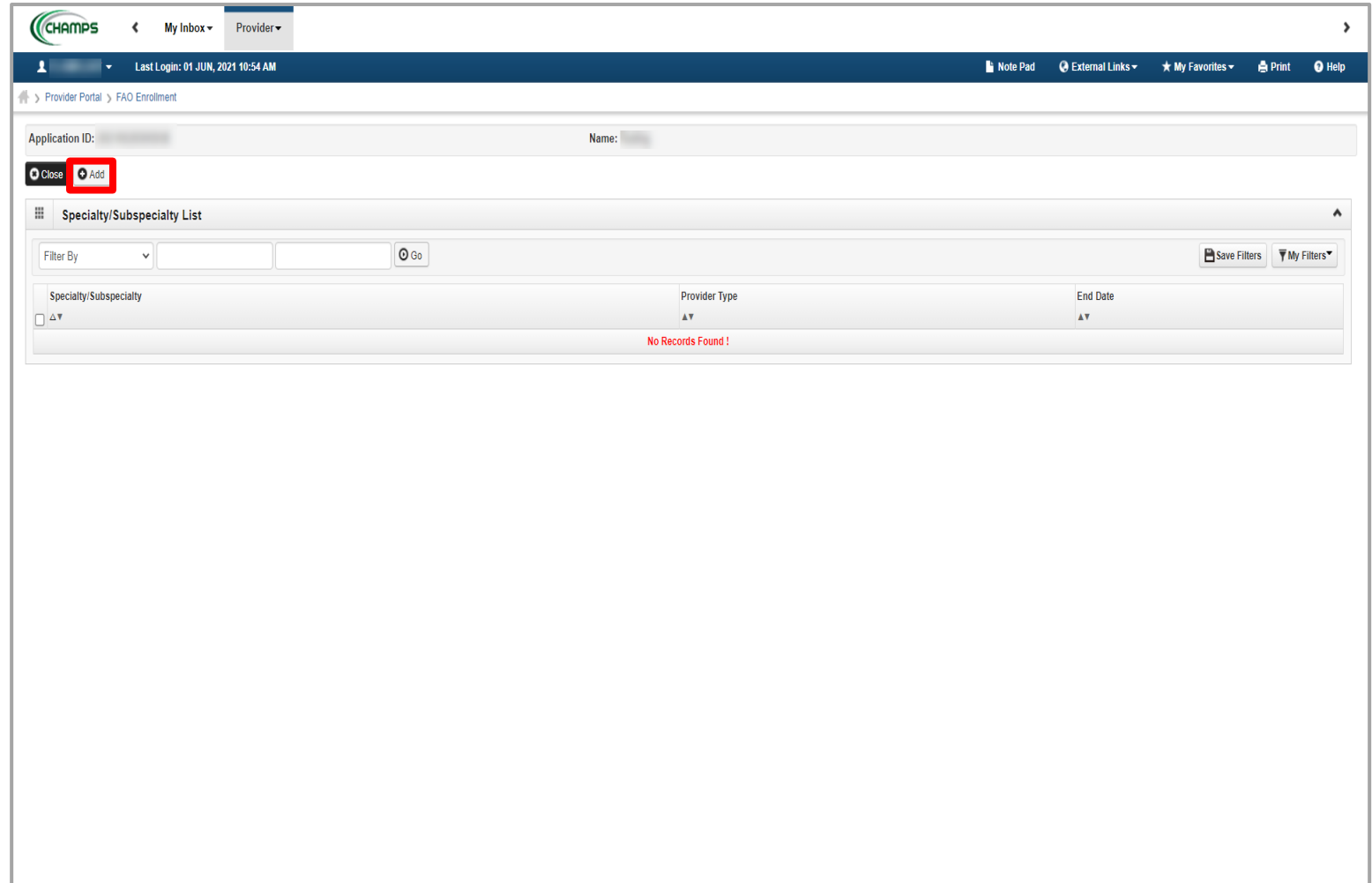
The screenshot shows the CHAMPS Provider Enrollment Wizard interface. The top navigation bar includes the CHAMPS logo, a 'Provider' dropdown, and user information (Last Login: 04 DEC, 2018 01:01 PM). The main header shows 'New Enrollment' and 'FAO Enrollment'. The application details are 'Application ID: [redacted]' and 'Name: Testing'. The wizard title is 'Enroll Provider - FAO'. Below the title is a table of steps for the 'Business Process Wizard - Provider Enrollment (FAO)'. The table has columns for Step, Required, Start Date, End Date, Status, and Step Remark. Step 3, 'Add Specialties', is highlighted with a red box. The table shows that Steps 1, 2, 3, 7, 9, 10, 11, 12, 13, 14, 15, and 16 are required, while Steps 4, 5, 6, 8, and 16 are optional. The status for all steps is 'Incomplete'. At the bottom, there are buttons for 'View Page: 1', 'Go', 'Page Count', 'SaveToXLS', and navigation controls (First, Prev, Next, Last).

Step	Required	Start Date	End Date	Status	Step Remark
Step 1: Provider Basic Information	Required	12/04/2018	12/04/2018	Complete	
Step 2: Add Locations	Required			Incomplete	
Step 3: Add Specialties	Required			Incomplete	
Step 4: Associate Billing Provider/Other Associations	Optional			Incomplete	
Step 5: Add License/Certification/Other	Optional			Incomplete	
Step 6: Add Additional Information	Optional			Incomplete	
Step 7: Add Mode of Claim Submission/EDI Exchange	Required			Incomplete	
Step 8: Associate Billing Agent	Optional			Incomplete	
Step 9: Add Provider Controlling Interest/Ownership Details	Required			Incomplete	
Step 10: Add Taxonomy Details	Required			Incomplete	
Step 11: Associate MCO Plan	Optional			Incomplete	
Step 12: 835/ERA Enrollment Form	Optional			Incomplete	
Step 13: Fee Payment	Optional			Incomplete	
Step 14: Upload Documents	Optional			Incomplete	
Step 15: Complete Enrollment Checklist	Required			Incomplete	
Step 16: Submit Enrollment Application for Approval	Required			Incomplete	

FAO

Step 3: Add Specialties

- Click Add
- Refer to [Step 3: Add Specialties](#) for FAO providers for complete instructions.



The screenshot displays the CHAMPS Provider Portal interface. At the top, the CHAMPS logo is visible on the left, and navigation links for 'My Inbox' and 'Provider' are in the center. A dark blue header bar contains a user profile icon, the text 'Last Login: 01 JUN, 2021 10:54 AM', and utility links for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. Below the header, the breadcrumb trail reads 'Provider Portal > FAO Enrollment'. The main content area features a form with 'Application ID:' and 'Name:' fields. Below these fields are 'Close' and 'Add' buttons; the 'Add' button is highlighted with a red square. Underneath is a 'Specialty/Subspecialty List' section with a 'Filter By' dropdown, a 'Go' button, and 'Save Filters' and 'My Filters' buttons. A table with columns 'Specialty/Subspecialty', 'Provider Type', and 'End Date' is shown, but it contains no data and displays the message 'No Records Found!' in red text.

FAO

Step 3: Add Specialties

- Select the appropriate Location
- From the Provider Type dropdown menu select Special Programs.
- From the Specialty dropdown menu select:
 - Community Transition Services
- From the Subspecialty select one of the following:
 - Area Agency on Aging
 - Center for Independent Living
 - Community Based Organization

(Please Note: There is no need to fill in an End Date)

- Click Ok

The screenshot shows the CHAMPS Provider Portal interface. The main form is titled 'Add Specialty/Subspecialty'. It contains the following fields:

- Location: 01- *
- Provider Type: SPECIAL PROGRAMS *
- Specialty: Community Transition Services *
- End Date: (empty)

Below the main form is a section titled 'Add Subspecialty'. It contains two columns:

- Available Subspecialties:** A list box containing 'Area Agency on Aging', 'Center for Independent Living', and 'Community Based Organization'.
- Associated Subspecialties *:** An empty list box.

A red box highlights the right arrow button between the two columns. At the bottom right of the form, there is an 'OK' button with a checkmark, also highlighted with a red box. The page ID 'dlgEnrAddSpecialties(Provider)' is visible at the bottom left.


FAO Step 3: Add Specialties

- Once all Specialties/Subspecialties have been added, click Close. Return to the business process wizard steps.

The screenshot displays the CHAMPS Provider Portal interface. At the top, the CHAMPS logo is on the left, and navigation links for 'My Inbox' and 'Provider' are in the center. A dark blue header bar contains a user profile icon, the text 'Last Login: 20 OCT, 2021 12:20 PM', and links for 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. Below the header, a breadcrumb trail shows 'Provider Portal > FAO Enrollment'. The main content area features a form with 'Application ID:' and 'Name:' fields. Below these are 'Close' and 'Add' buttons. A section titled 'Specialty/Subspecialty List' contains a 'Filter By' dropdown, two input fields, and a 'Go' button. To the right of the list are 'Save Filters' and 'My Filters' buttons. The list itself has three columns: 'Specialty/Subspecialty', 'Provider Type', and 'End Date'. The first row shows a checkbox, a dropdown arrow, and a link 'Community Transition Services /Area Agency on Aging'. The second row shows a checkbox, the text 'SPECIAL PROGRAMS', and the date '12/31/2999'. At the bottom of the list are 'Delete', 'View Page: 1', 'Go', 'Page Count', 'SaveToXLS', and 'Viewing Page: 1' buttons. On the far right are navigation buttons: 'First', 'Prev', 'Next', and 'Last'.

FAO

- Providers will need to complete all the required enrollment steps and submit the application for approval.
 - Refer to [Enrollment Guide for FAO Providers](#) for complete enrollment instructions.
- To track the status of the application it's important to take note of the Application ID—[Track Application Resource](#)


My Inbox ▾
Provider ▾

Last Login:
Note Pad
External Links ▾
My Favorites ▾
Print
Help

Provider Portal > FAO Enrollment

Application ID:
Name:

Close

Enroll Provider - FAO

Business Process Wizard - Provider Enrollment (FAO). Click on the Step # under the Step Column.

Step	Required	Start Date	End Date	Status	Step Remark
Step 1: Provider Basic Information	Required	11/09/2021	11/09/2021	Complete	
Step 2: Add Locations	Required	11/09/2021	11/09/2021	Complete	
Step 3: Add Specialties	Required	11/09/2021	11/09/2021	Complete	
Step 4: Associate Billing Provider/Other Associations	Optional			Incomplete	
Step 5: Add License/Certification/Other	Optional			Complete	
Step 6: Add Additional Information	Optional			Complete	
Step 7: Add Mode of Claim Submission/EDI Exchange	Required			Incomplete	
Step 8: Associate Billing Agent	Optional			Incomplete	
Step 9: Add Provider Controlling Interest/Ownership Details	Required			Incomplete	
Step 10: Add Taxonomy Details	Required			Incomplete	
Step 11: Associate MCO Plan	Optional			Complete	
Step 12: 835/ERA Enrollment Form	Optional			Incomplete	
Step 13: Fee Payment	Optional			Complete	
Step 14: Upload Documents	Optional			Complete	
Step 15: Complete Enrollment Checklist	Required			Incomplete	
Step 16: Submit Enrollment Application for Approval	Required			Incomplete	

View Page: 1
Go
Page Count
SaveToXLS

Viewing Page: 1
First
Prev
Next
Last

(Please Note: Optional steps may show as incomplete if you chose not to complete. This is ok.)

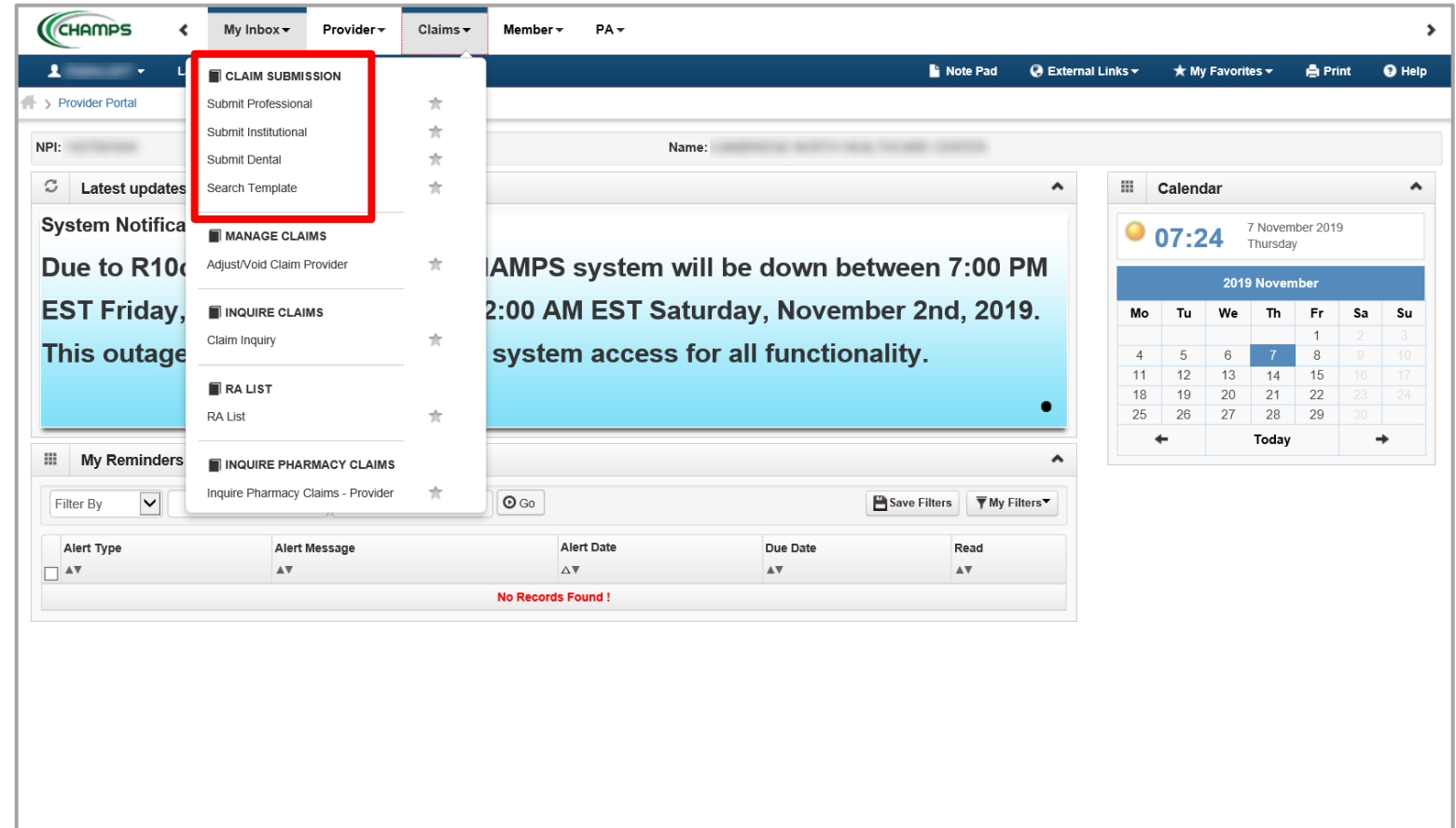
Billing Information

All claims must be submitted in accordance with the policies, rules, and procedures as stated in the [Michigan Medicaid Provider Manual](#) and in compliance with applicable coding guidelines and conventions.

The following slide will include resources for direct data entry (DDE) and electronic submission.

Claim Submission

- CTS FAO Providers will submit on the Professional claim or invoice type.
- Click on any of the below hyperlinks for detailed instructions.
- [CHAMPS Claims Resources](#)
- Direct Data Entry:
 - [Professional](#)
 - [Search Template](#)
- Electronic Billing:
 - [Electronic Submissions Transactions](#)
 - [HIPAA – Companion Guides](#)
 - [Submitting Files Electronically](#)
- [Community Transition Services Program Grid & Fee Schedule](#)



This presentation, including screen images, is based on a CHAMPS Full Access Profile. Additional features/tabs will vary based upon profiles selected.

Provider Resources



CTS website: https://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_42542_42543_42546_42551-481963--,00.html



**We continue to update our
Provider Resources:**

[CHAMPS Resources](#)

[Listserv Instructions](#)

[Provider Alerts](#)

[Medicaid Provider Training Sessions](#)



CTS Contact:

mdhhs-msa-nftservices@michigan.gov



Thank you for participating in the Michigan Medicaid Program