CHAMPS Provider Enrollment Instructions

In Lieu of Services (ILOS) Enrollment

Michigan Department OF Health & Human Services

"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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Provider Resources

2024

Checklist

The CHAMPS Provider Enrollment application must be completed within 30 days

For anyone who wants to become a newly enrolled ILOS Agency:

❑ Have paper and a writing utensil nearby

❑ Register with SIGMA Financial (Slide 4)

❑ Create a MiLogin user ID and password (Slides 5-17)

❑ Gain access to CHAMPS (Slides 18-22)

❑ Fill out the Provider Enrollment Application (Slides 23-79)

❑ Track your Application (Slides 80-87)

❑ Application Approved (Slide 88)

Call the Provider Support Helpline if you need additional help 1-800-979-4662

M DHHS
Michigan Department of Health & Human Services

Prior to enrolling in CHAMPS

Agency providers will want to ensure they are enrolled in SIGMA Vendor Self-Service (VSS) prior to enrolling within CHAMPS.

- SIGMA VSS website: www.Michigan.gov/SIGMAVSS
- If you have questions regarding this current process, contact the Vendor Support Call Center at 1-888-734-9749 or email SIGMA-Vendor@Michigan.gov

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.

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Register for MiLogin and CHAMPS

MiLogin is the State of Michigan Identity, Credential, and Access Management (MICAM) solution. All users who need access to the information within CHAMPS must obtain a MiLogin User ID and Password.

The Community Health Automated Medicaid Processing System (CHAMPS) is the MDHHS web-based, rules-driven, real-time adjudication Medicaid Management System. CHAMPS is comprised of the following subsystems: Provider Enrollment, Eligibility and Enrollment, Prior Authorization, Claims and Encounters, and Contracts Management.

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Michigan Department of Health & Human Services

Register for MiLogin and CHAMPS

- Open your web browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox, etc.).
- Enter https://milogintp.Michigan.gov into the search bar.

- Click create an account.

Register for MiLogin and CHAMPS

- Enter an email address.

- Check the 'I'm not a robot' checkmark.

- Click Next Step.

Don't have an email address? There are several email providers who offer an email address and services at no cost. A few popular email providers are listed below.

- Gmail: https://www.google.com/gmail/about/#

- Yahoo Mail: https://login.yahoo.com/account/create

- Microsoft Live Hotmail: https://outlook.live.com/owa/

These commercial provider organizations are **not affiliated with the State of Michigan.** Your email messages will not be stored on the State of Michigan systems.

MiLogin for Business

Help   Contact Us

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Step 1 of 10

Email verification

Enter your email

MiLogin is used for a variety of government services. If you've ever used any online services you might already have an account.

Email

[ ] I'm not a robot   reCAPTCHA
                        Privacy - Terms

(i) We will never send you spam or share your information with anyone outside of the State of Michigan services you choose to access.

Next Step

Having Trouble?

I don't have an email >

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Register for MiLogin and CHAMPS

- Enter the Passcode that was sent to the email address.

- Click Next Step.

- If the passcode was not sent select the Resend Passcode link.

Register for MiLogin and CHAMPS

- Enter the Work Phone number.

- Click Next Step.

Register for MiLogin and CHAMPS

- Enter the User's First, optional Middle Initial, and Last name.

- Review the terms and conditions and click the 'I agree' checkbox.

- Click Next Step.

Register for MiLogin and CHAMPS

- A phone call will be made to the work phone number.

- Enter the Passcode.

- Click Confirm Passcode.

- If the call was missed, click the Resend Passcode to receive another phone call.

Register for MiLogin and CHAMPS

- Enter the mobile phone number.
  - This is an optional step and can be completed later by clicking the 'Skip this for now' link.

- Click Next Step.

Register for MiLogin and CHAMPS

- Select either the Text Message or Voice Call verification method.

Register for MiLogin and CHAMPS

- Enter the Passcode sent to the mobile phone number on file.

- Click Confirm Passcode.

Register for MiLogin and CHAMPS

- Enter the User ID following the guidelines provided.

- Click Next Step.

Register for MiLogin and CHAMPS

- Create a Password following the guidelines.

- Enter the same password in the Confirm Password field.

- Click Create Account.

Register for MiLogin and CHAMPS

- Your MiLogin account has now been created successfully.

- Your MiLogin Welcome Page will not display any online services.

- Click Request Access.

Additional MiLogin resources are available by clicking the Help link at the top of the page.
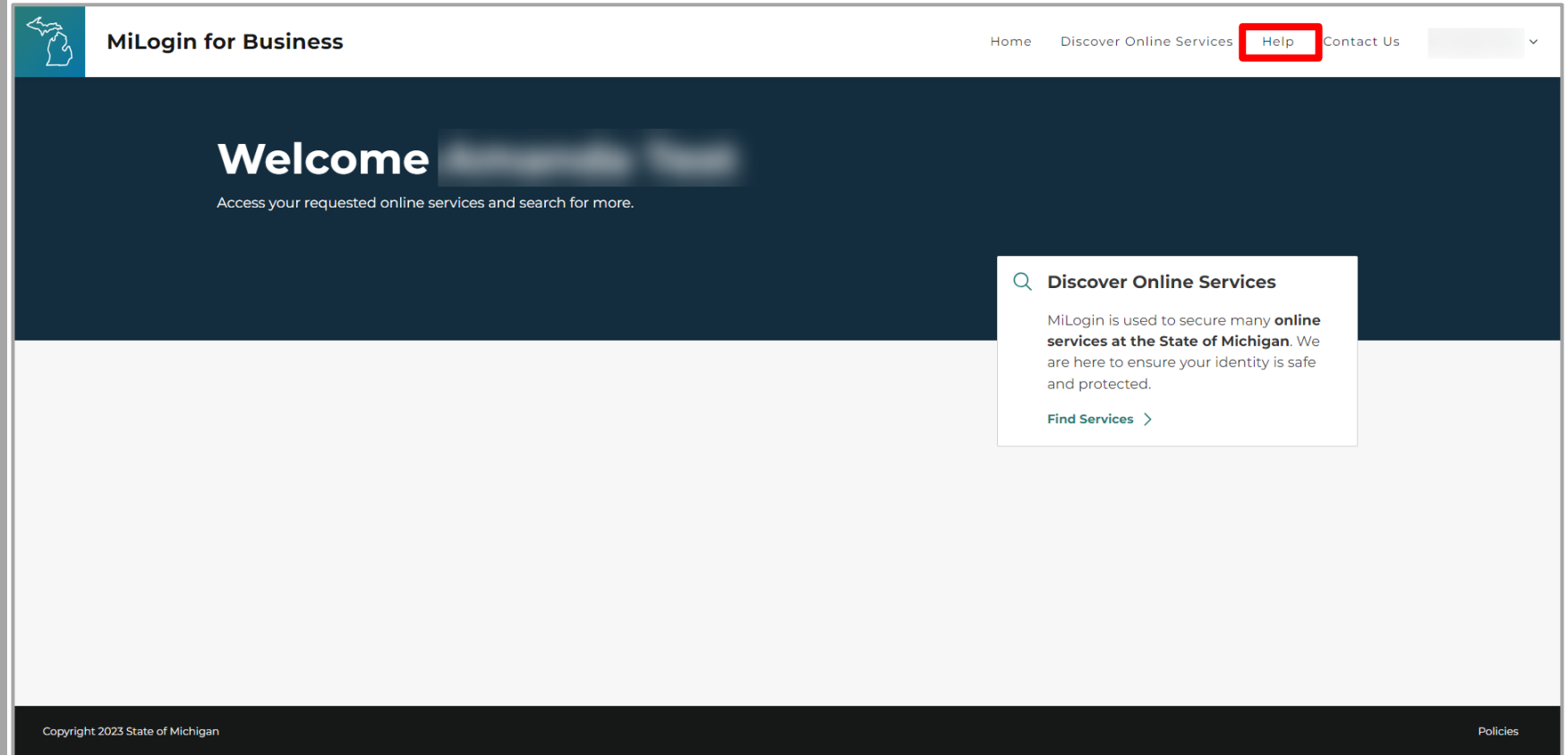
Register for MiLogin and CHAMPS

- Filter by Departments and select for Michigan Department of Health and Human Services

    OR

- Enter CHAMPS in the search for services box and click Search.

- Click on CHAMPS.

Register for MiLogin and CHAMPS

- Select the CHAMPS user type as 'Provider/Other' option.
- Click Next Step.

Register for MiLogin and CHAMPS

- You will be given confirmation that your request has been submitted successfully and is being processed.

- Click the continue to return to the MiLogin Welcome Page.
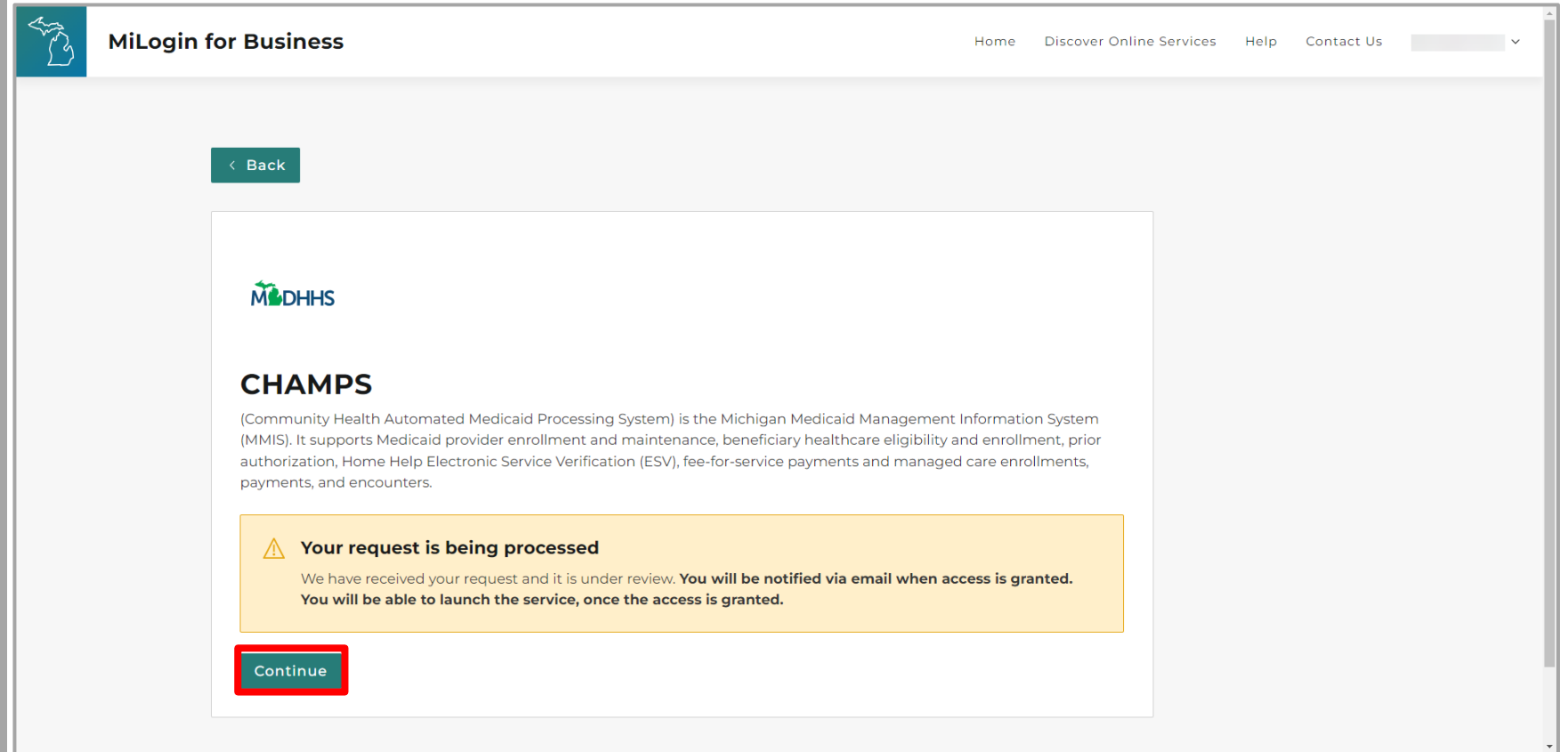
Register for MiLogin and CHAMPS

- You will be directed back to your MiLogin Welcome Page.

- Click the CHAMPS hyperlink.
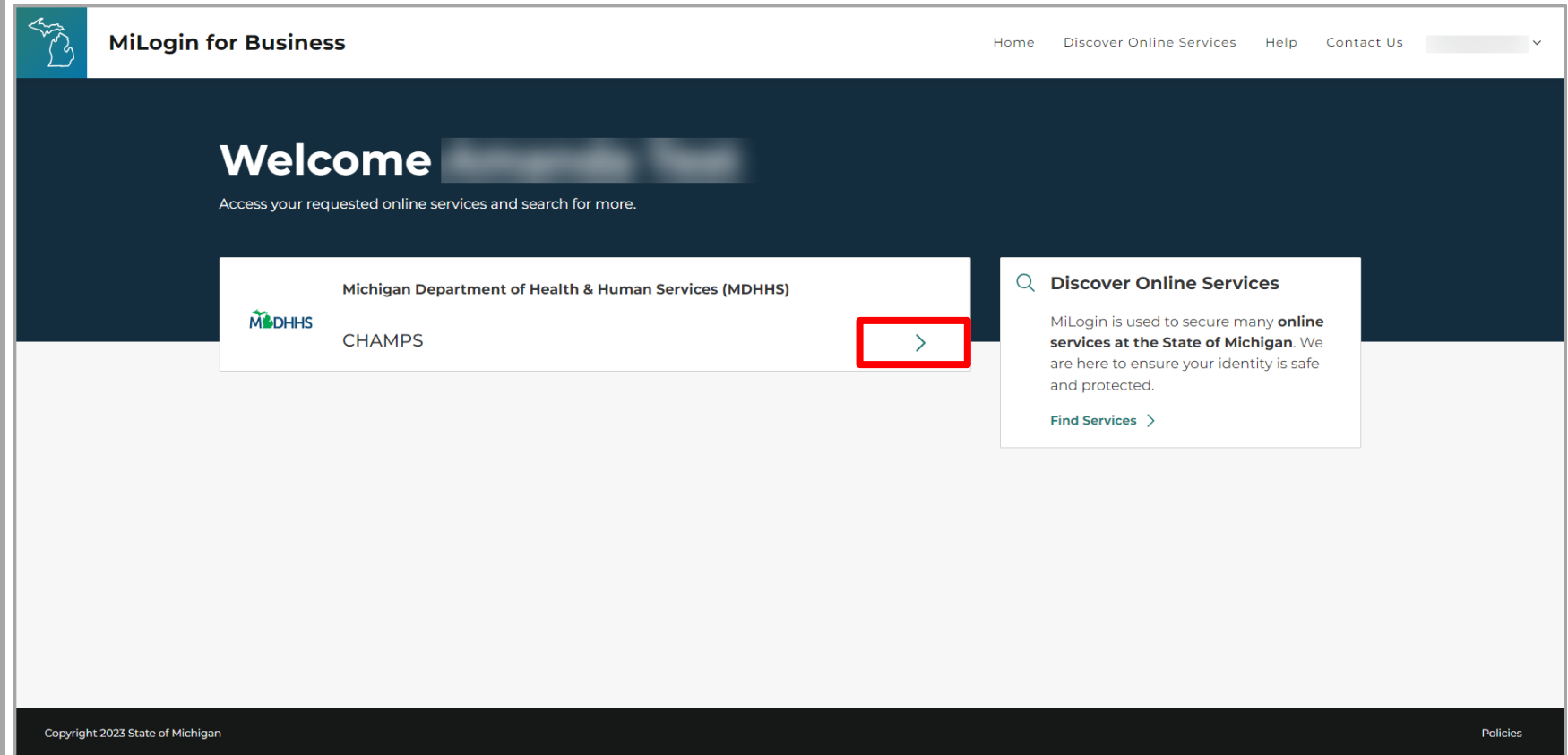
Register for MiLogin and CHAMPS

- Review the terms and conditions and check the 'I agree to the Terms & Conditions'.

- Click Launch service.
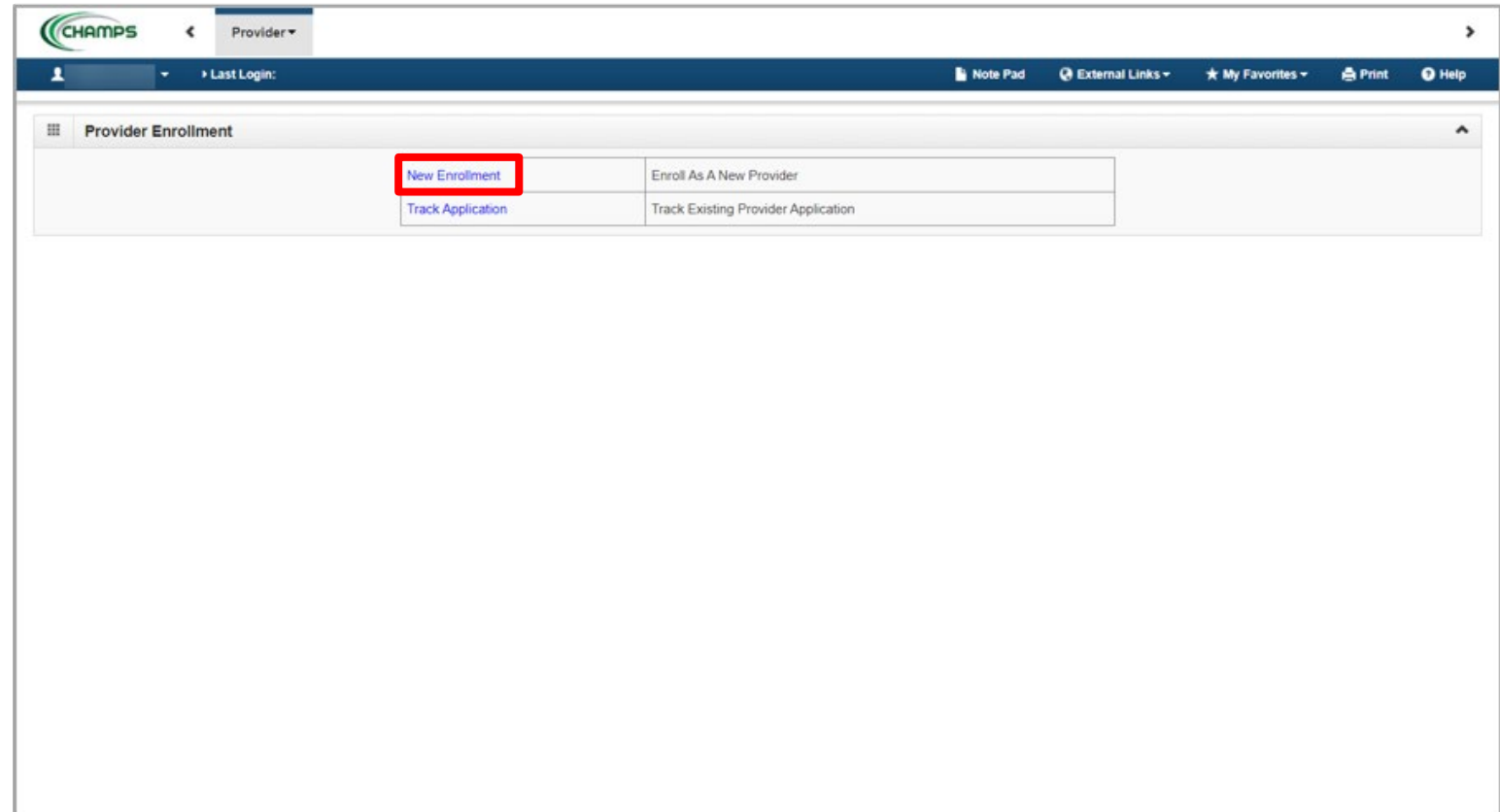
New ILOS Agency Enrollment

Steps on how to complete a new CHAMPS enrollment for an ILOS Agency

MDHHS
Michigan Department of Health & Human Services

ILOS Agency:
New Provider Enrollment

- Select New Enrollment.

This presentation, including the screen captures, is based on the CHAMPS Atypical Access Profile. Additional features and tabs will vary based on the profile selected.

ILOS Agency:
New Provider Enrollment

- Select Atypical Enrollment Type.

- Select Agency.

- Click Submit.

ILOS Agency: New Provider Enrollment

- The Organization/Business Type populates to EVV Agencies, click the drop-down and select Other Agencies.

- Enter the required information, indicated by an asterisk (*):
  - Entity Business Name (Agency Name)
  - EIN/TIN (Federal Tax ID Number)
  - Vendor ID (SIGMA)
  - Email address

- Click Confirm.

- Click Finish.

ILOS Agency: New Provider Enrollment

- Confirmation, Basic Information is complete.

- Take note of the Application ID, as this is used to track your application status.

- Click Ok.

ILOS Agency: New Provider Enrollment

- Atypical Provider Enrollment steps are listed.
  - (Note: Some steps are required versus optional)

- Step 1 has a status of complete.

- Click Step 2: Add Locations.

ILOS Agency:
New Provider Enrollment

- Click Add, to enter Primary Location information.

ILOS Agency: New Enrollment Step 2: Locations

- Enter the required information, indicated by an asterisk (*): Address, Zip Code, Phone Number, and Office Hours.

- Click Validate Address.

- For Office Hours use the drop-down arrow to choose the correct times. Make sure to select the hours you are open or choose "Closed".

- Enter your Agency Fiscal Year End Date and click OK.
  - Note: Location Type will always be the Primary Practice Location.
  - Use your Agency's Business Address for Primary Practice Location.
  - When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.

ILOS Agency: New Enrollment Step 2: Locations

- Click Primary Practice Location to add Pay-To address

- Note: You are still in Step 2: Add Locations. Correspondence address is required for all locations. Enter the Remittance Advice (RA) address only to receive a paper RA.

ILOS Agency:
New Enrollment
Step 2: Locations

- Click Add Address.

ILOS Agency: New Enrollment Step 2: Locations

- In the Type of Address drop-down menu, select Correspondence.
  - Note: Fill in the address where you would like to receive your Agency mail.

- If the address is the same as the one entered previously, select Copy This Location Address, next to, Location Address.

- Click Validate Address.

- Click OK.

ILOS Agency: New Enrollment Step 2: Locations

- Notice the Correspondence, Location, and Primary Pay To address types are listed under Address Type.

- Click Save.

- Click Close on the next two screens to go back to the list of steps. (Not shown).

ILOS Agency:
New Enrollment
Step 3: Add Specialties

- Step 2: Add Locations complete.

- Click Step 3: Add Specialties.

ILOS Agency:
New Enrollment
Step 3: Add Specialties

■ Click Add.

ILOS Agency: New Enrollment Step 3: Add Specialties

- In the Provider Type drop-down menu, select Atypical Agency.

- In the Specialty drop-down menu, select In Lieu of Services – Managed Care Only

- From the Available Subspecialties, click on Nutrition Focused Services and click >> to add the subspecialty to the Associated Subspecialties list.

ILOS Agency:
New Enrollment
Step 3: Add Specialties

- When complete, click Ok.

ILOS Agency:
New Enrollment
Step 3: Add Specialties

- The Specialty/Subspecialty will be displayed.

- If needed, add additional specialties following the previous steps.

- If complete, click Close.

ILOS Agency:
New Enrollment
Step 9: Add Provider Controlling Interest/ Ownership Details

- Step 3 is complete.

- Click Step 9: Add Provider Controlling Interest/Ownership Details.

CHAMPS

‹ Provider ▾ ›

👤 ____ ▾ ▸ Last Login: 02 OCT, 2024 03:30 PM   📄 Note Pad   🌐 External Links ▾   ★ My Favorites ▾   🖨 Print   ❓ Help

🏠 › New Enrollment › Atypical Agency Enrollment

Application ID: ____   Name: ____

⬛ Close

▦ **Enroll Provider - Atypical Agency**   ⌃

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

Step	Required	Start Date	End Date	Status	Step Remark
Step 1: Provider Basic Information	Required	10/04/2024	10/04/2024	Complete	
Step 2: Add Locations	Required	10/04/2024	10/04/2024	Complete	
Step 3: Add Specialties	Required	10/04/2024	10/04/2024	Complete	
Step 4: Associate Billing Provider/Other Associations	Optional			Incomplete	
Step 5: Add Additional Information	Optional			Complete	
Step 6: Add License/Certification/Other	Optional			Complete	
Step 7: Add Mode of Claim Submission/EDI Exchange	Optional			Incomplete	
Step 8: Associate Billing Agent	Optional			Incomplete	
Step 9: Add Provider Controlling Interest/Ownership Details	Required			Incomplete	
Step 10: Add Taxonomy Details	Optional			Incomplete	
Step 11: Associate MCO Plan	Optional			Complete	
Step 12: 835/ERA Enrollment Form	Optional			Incomplete	
Step 13: Upload Documents	Optional			Complete	
Step 14: Complete Enrollment Checklist	Required			Incomplete	
Step 15: Submit Enrollment Application for Approval	Required			Incomplete	

View Page: 1   ⊙ Go   📄 Page Count   ⬅ Save to Excel   Viewing Page: 1   « First   ‹ Prev   › Next   » Last

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ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- Click Actions.

- In the Actions drop-down menu, select Add Owner.

ILOS Agency:
New Enrollment
Step 9: Add Provider Controlling Interest

In the Type drop-down menu:

- If choosing; Agent, Government, Individual, Partnership, or Sub-Contractor [click here.](#)

- If choosing; Corporate-Charitable 501 (c) 3, Corporate-Non-Charitable, Holding Company, or Limited Liability Company [click here.](#)

Step 9: Adding Provider Controlling Interest/Ownership Details

These steps are only if you are choosing Agent, Government, Individual, Partnership, or Sub-Contractor.

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ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- Enter the required information, indicated by an asterisk (*): SSN, Percentage Owned, Name, Phone Number, DOB, Start Date, Address, and Zip Code.

- Click Validate Address.

- Click OK.
  - Note: When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- Note: Agent (Agency Owner) will now be listed.

- In the Actions drop-down menu, select Add Owner.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- In the Type drop-down menu, select Managing Employee. The Managing Employee can be the same as the Owner.

- Enter the required information, indicated by an asterisk (*): SSN, Percentage Owned, First Name, Last Name, DOB, Phone Number, Start Date, Address, Zip Code.

- Click Validate Address.

- Click OK.

- Note: Type the number zero (0) in the Percentage Owned box.
  - Start Date is the date the application is being completed.
  - When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- Note: Managing Employee is now listed.

- In the Actions drop-down menu, select Owners Relationships.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

Answer the question (at the top)

- If no relationships exist select No, click Save, read the pop-up message, select Ok, and Close. Click here.

- If relationships exist, select Yes, and continue with the presentation.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- If Yes, select the relationship between the Associated Owner to the Selected Owner (e.g., the relationship from the Agent to Employee, Managing) [Associated Owner -> Selected Owner].

- Click on the Relation to Employee, Managing drop-down.

ILOS Agency:
New Enrollment
Step 9: Add Provider Controlling Interest

In this example, the Agent is the father of the Selected Owner (Employee, Managing).

- Select Father

- Click on the Relation to Assoc. Owner drop-down.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- Select the relationship between the Selected Owner (example: Managing Employee) to the Associated Owner (Agent, Agent or Agency Owner) [Selected Owner ->Associated Owner].

In this example, the Selected Owner (Employee, Managing) is the son of the Agent.

- Select Son.

- Click on > to select the relationship(s) for the next Selected Owner.

ILOS Agency:
New Enrollment
Step 9: Add Provider
Controlling Interest

- For the next Selected Owner (Agent, Agent) the fields have prepopulated based on the relationship selection made under the previous Selected Owner (Employee, Managing).

- Once the relationship step for each Owner Type is completed, click Save.

- Click Close.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- Note: The Relationship Status shows completed for each Owner.

- In the Actions drop-down menu, select Owners Adverse Action.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- Read the Final Adverse Legal Actions/Convictions statement.

- Answer the questions at the bottom by choosing yes or no and comment if necessary.

- Click OK.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- The Adverse Action column will show Yes or No indicating it's complete.

- Click Close.

- Click here for the next step in the EVV Agency & FI Enrollment.

Step 9: Adding Provider Controlling Interest/Ownership Details

These steps are only if you are choosing Corporate-Charitable 501(c)3, Corporate-Non-Charitable, Holding Company, or Limited Liability Company.

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ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- Enter the required information, indicated by an asterisk (*): Percentage Owned, EIN/TIN, Legal Entity Name, Entity Business Name, Phone Number, Start Date, Address, and Zip Code.

- Click Validate Address.

- Click OK.

- Note: When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.

ILOS Agency:
New Enrollment
Step 9: Add Provider Controlling Interest

- Note: The Corporate-Charitable will now be listed.

- In the Actions drop-down menu, select Add Owner.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- In the Type drop-down menu, select Managing Employee. The Managing Employee can be the same as the Owner.

- Enter the required information: SSN, Percentage Owned, First Name, Last Name, DOB, Phone Number, Start Date, Address, and Zip Code.

- Click Validate Address.

- Click OK.
  - Note: Type the number zero (0) in the Percentage Owned box.
  - Start Date is the date the application is being completed.
  - When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.

ILOS Agency: New Enrollment Step 9: Add Provider Controlling Interest

- Note: Managing Employee is now listed.

- In the Actions drop-down menu, select Owners Relationships.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- In the Type drop-down menu, select Board of Directors/Officers/Principles.

- Enter the required information: SSN, Percentage Owned, First Name, Last Name, DOB, Phone Number, Start Date, Address, and Zip Code.

- Click Validate Address.

- Click OK.
  - Note: Start Date is the date the application is being completed.
  - When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- After entering all required Owner Types; in the Actions drop-down menu, select Owners Relationships.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- Answer the question (at the top).

- If no relationships exist select No, click Save, read the pop-up message, select Ok, and Close. [Click here](#)

- If relationships exist, select Yes and continue with the presentation.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- If Yes, select the relationship between the Associated Owner to the Selected Owner (e.g., the relationship to the Directors from the Associated Owner, Corporate or Employee, Managing) [Associated Owner -> Selected Owner].

- In this example there is no relationship between the Corporation and the Directors.

- Click on the Relation to Directors, Board drop-down.

ILOS Agency: Step 9: Add Provider Controlling Interest

- Select the Associated Owner's (Employee, Managing) relationship to the Selected Owner (Directors, Board).

- In this example the Managing Employee is the daughter of the Directors.

- Click on the Relation to Assoc. Owner drop-down.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- Select the relationship from the Selected Owner (Directors, Board) back to the Associated Owner (Employee, Managing).

- In this example the Director is the mother of the Managing Employee.

- Click on > to select the relationship(s) for the next Selected Owner.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- For the next Selected Owner (Employee, Managing) some of the fields have been prepopulated based on the relationship selection made under the previously Selected Owner (Director, Board).

- Click on the Relation to Employee, Managing drop-down.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- Select the Associated Owner's (Corporate) relationship to the Selected Owner (Employee, Managing).

- Select the Selected Owner's (Employee, Managing) relationship back to the Associated Owner (Corporate).
  - In both examples, none is selected as there is no relationship between the Selected Owner and Associated Owner.

- Click on > to select the relationship(s) for the next Selected Owner.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- For the next Selected Owner (Corporate) the fields have prepopulated based on the previous relationships chosen.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- Once the relationship step for each Owner Type is completed, click Save.

- Click Close.

ILOS Agency: Step 9: Add Provider Controlling Interest

- Note: The Relationship Status shows completed for each Owner.

- In the Actions drop-down menu, select Owners Adverse Action.

ILOS Agency:
Step 9: Add Provider Controlling Interest

- Read the Final Adverse Legal Actions/Convictions statement.

- Answer the questions at the bottom by choosing Yes or No and comment if necessary.

- Click OK.

ILOS Agency: Step 9: Add Provider Controlling Interest

- The Adverse Action column will show Yes or No indicating it's complete.

- Click Close to return to the remaining enrollment steps to be completed.

ILOS Agency:
Step 14: Complete Enrollment Checklist

- Step 9 is complete.

- Click Step 14: Complete Enrollment Checklist.

ILOS Agency:
Step 14: Complete Enrolment Checklist

- Answer all of the Provider Checklist questions by choosing Yes or No from each drop-down menu in the Answer column. If Yes is selected then a comment is required.

- Note
  - Questions 1 – 3, if you are a provider in a program other than Home Help, you should answer "No".
  - Questions 7 – 11, if you are a provider in a program other than Home Help, you should answer "No".

- Click Save.

- Click Close.

ILOS Agency:
Step 15: Submit Enrollment Application for Approval

- Step 14 is complete.

- Click Step 15: Submit Enrollment Application for Approval.

Note: Optional steps may show as incomplete if you choose not to complete them. This is ok.

ILOS Agency:
Step 15: Submit Enrollment Application for Approval

- Click Next. By clicking the Next button, you "agree that the information submitted as part of the application is correct (Private and Confidential)."

ILOS Agency:
Step 15: Submit Enrollment Application for Approval

- Read the Terms and Conditions Atypical Enrollment statement.

- Check the box at the bottom indicating you have read and agree to the terms.

- Click Submit Application.

ILOS Agency:
Step 15: Submit Enrollment Application for Approval

- If you have not taken note of your Application Number, please do so for tracking purposes.

- Click Close and close out of the application.

Track Your Application

How to Track the Status of your CHAMPS Provider Enrollment Application

MDHHS
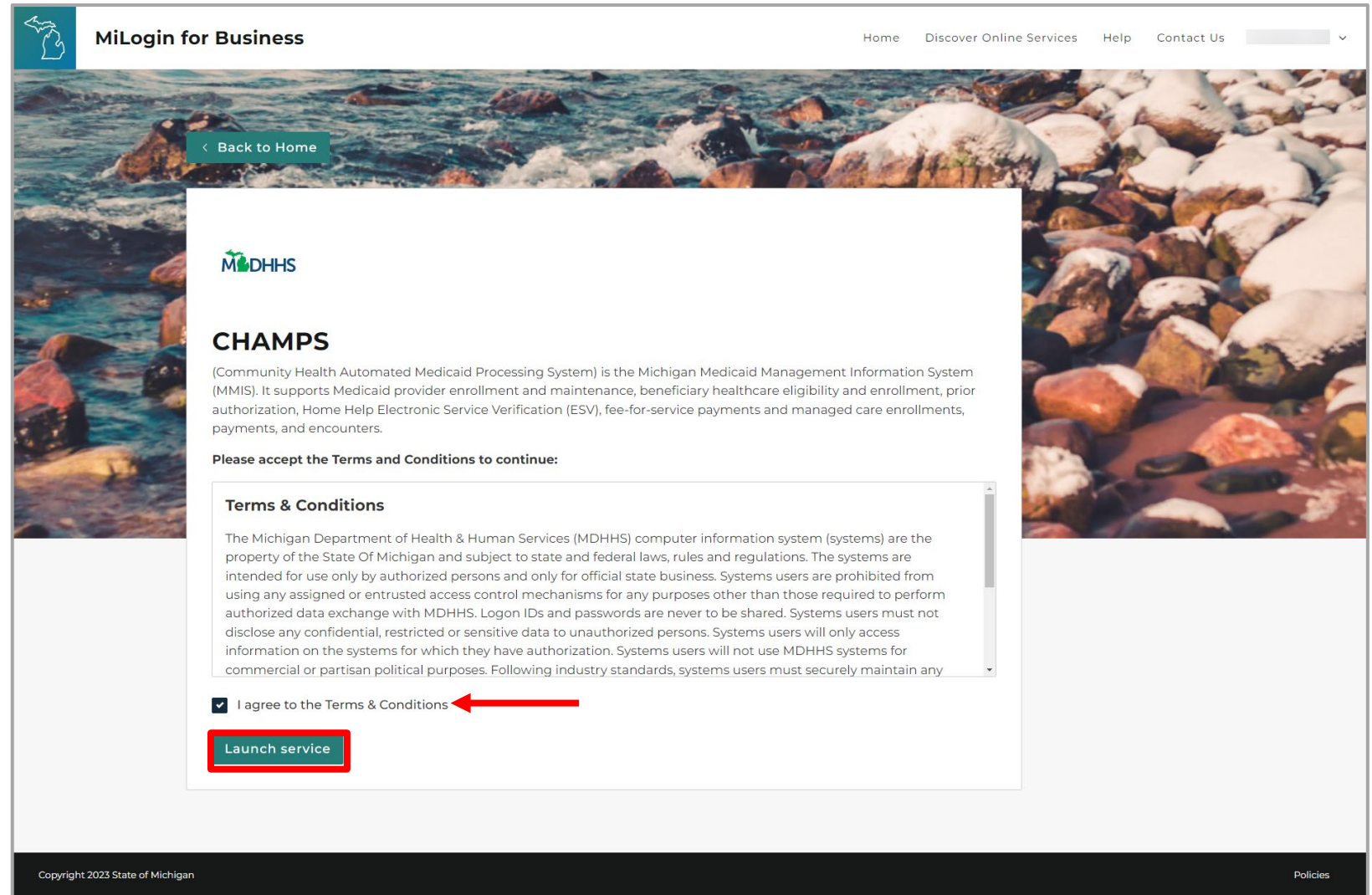Michigan Department of Health & Human Services

Track Your Application

- You will be directed to your MiLogin Welcome Page.

- Click the CHAMPS hyperlink.

Track Your Application

- If you would like to check the status of your application, you can do so from the CHAMPS homepage.

- On the homepage, click the Track Application hyperlink.
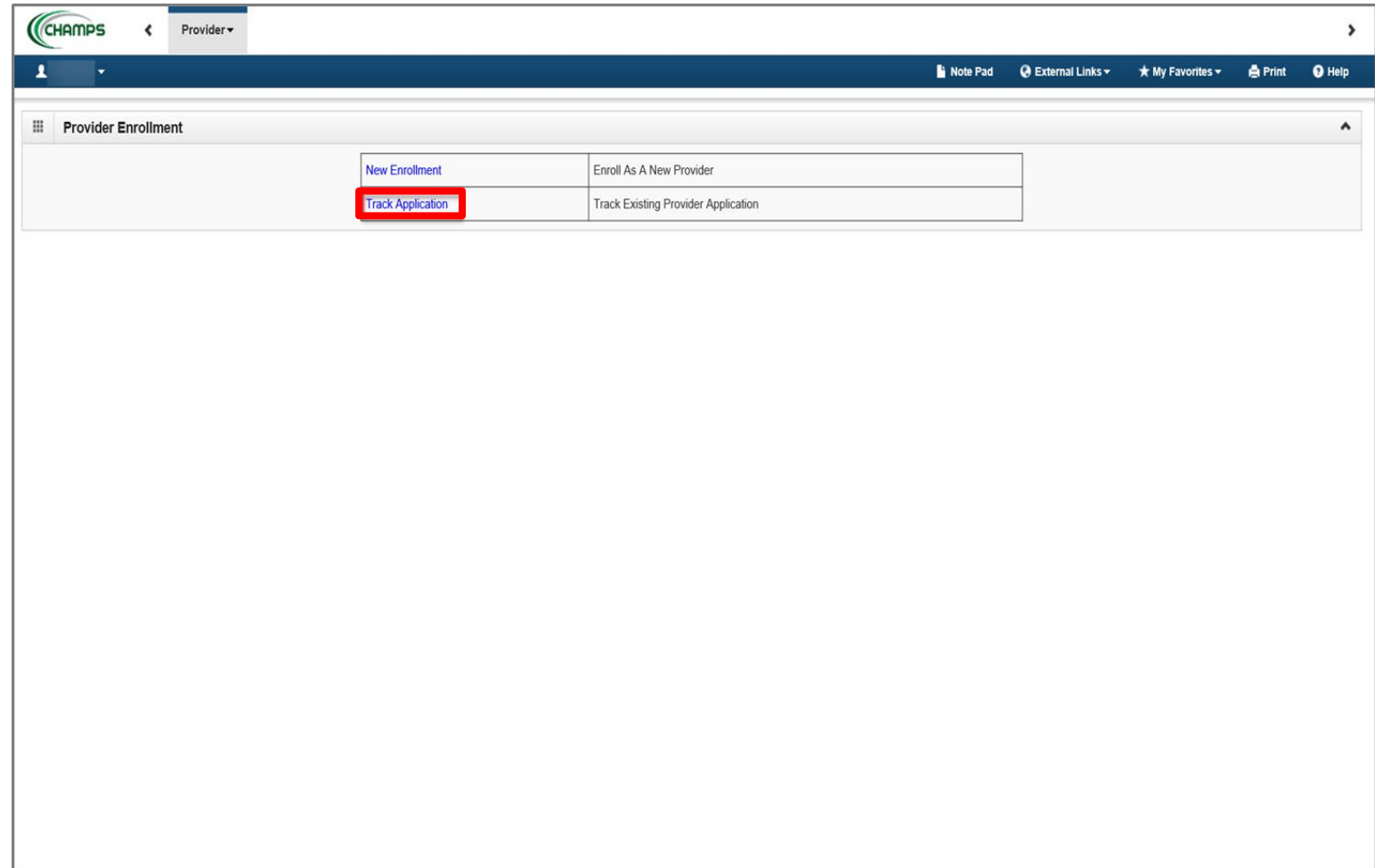
Track Your Application

- Enter your Application ID.

- Click Next.

Track Your Application

- Enter your EIN/TIN from step 1, Phone Number from step 2, Social Security Number, and Date of Birth of any owner provided in step 9.

- Click Submit.

Track Your Application

- A text box at the top will confirm the status of your application.

- If you do not see this statement, you have not completed and submitted the application to the state for review. Please complete all required steps prior to submitting.

Provider Enrollment Final Steps

➤ Allow the State time to review the Provider Enrollment Application.

➤ After the State has reviewed the Provider Enrollment Application Providers will receive a letter notifying them whether the application has been approved or denied.

➤ The confirmation letter will be mailed to the Correspondence Address provided in the Provider Enrollment Application.

- For Provider Enrollment questions, visit the MDHHS Provider Enrollment website at www.Michigan.gov/MedicaidProviders >> select Provider Enrollment or contact 1-800-979-4662.

- For ILOS specific questions email MDHHS-EngageMedicaid@Michigan.gov. In the subject line write "ILOS".

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Provider Resources

In Lieu of Services website:
https://www.michigan.gov/mdhhs/mihealthylife/michigan-in-lieu-of-services

We continue to update our Provider Resources:

CHAMPS Resources

ILOS Policy Guide

ILOS Standard Agreement Terms

CHAMPS Enrollment Questions:

ProviderSupport@Michigan.gov

1-800-979-4662

Thank you for participating in the Michigan Medicaid Program