

CHAMPS 101: Claims Tab



“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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Claim Submission: Professional | Institutional | Dental



Adjust/Void Claim Provider



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RA List



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Provider Resources

Overview: My Inbox Landing Page

- Access MILogin:
<https://milogintp.Michigan.gov>
- Access CHAMPS
 - Select Domain and Profile
- From the My Inbox Landing Page:
 - Click the Claims tab
- From the Claims tab dropdown select one of the following:
 - Submit Professional
 - Submit Institutional
 - Submit Dental
 - Search Template
 - Adjust/Void Claim Provider
 - Claim Inquiry
 - RA List
 - Inquire Pharmacy Claims - Provider

The screenshot displays the CHAMPS Provider Portal interface. The top navigation bar includes tabs for My Inbox, Provider, Claims, Member, and PA. A dropdown menu is open under the Claims tab, listing the following options: CLAIM SUBMISSION (Submit Professional, Submit Institutional, Submit Dental, Search Template), MANAGE CLAIMS (Adjust/Void Claim Provider), INQUIRE CLAIMS (Claim Inquiry), RA LIST (RA List), and INQUIRE PHARMACY CLAIMS (Inquire Pharmacy Claims - Provider). A system notification banner in the center reads: "CHAMPS system will be down between 7:00 PM 11/2/2019 and 12:00 AM EST Saturday, November 2nd, 2019. No system access for all functionality." The right sidebar shows a calendar for November 2019, with the current date being Thursday, November 7, 2019, at 07:24. Below the notification, there is a table with columns for Alert Type, Alert Message, Alert Date, Due Date, and Read, which currently displays "No Records Found!".

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

Claim Submission

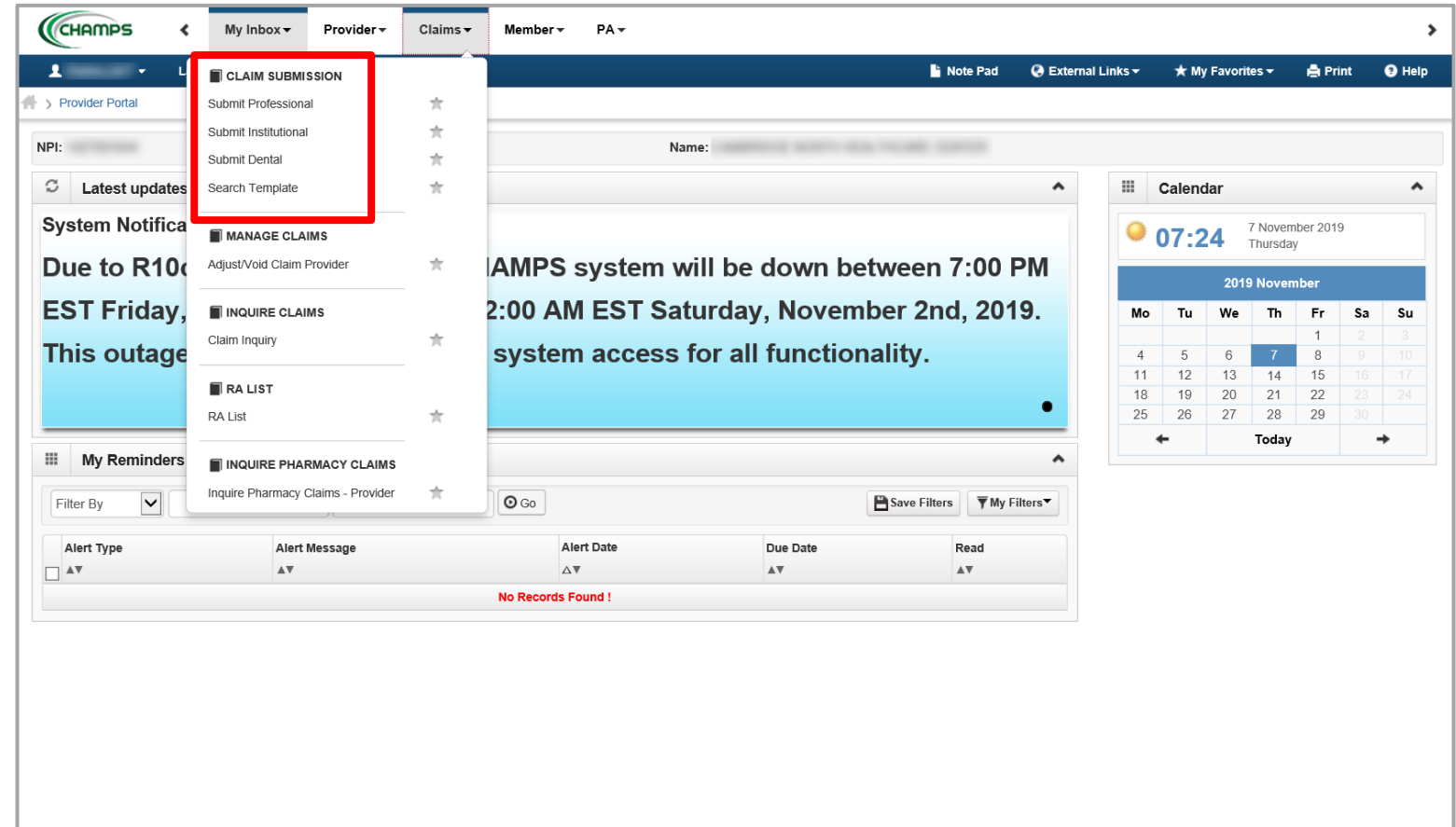
Professional • Institutional • Dental

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

- Click on any of the below hyperlinks for detailed instructions.
- [CHAMPS Claims Resources](#)
- Direct Data Entry:
 - [Professional](#)
 - [Institutional](#)
 - [Dental](#)
 - [Search Template](#)
- Electronic Billing:
 - [Electronic Submissions Transactions](#)
 - [HIPAA – Companion Guides](#)
 - [Submitting Files Electronically](#)



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Manage Claims

Adjust/Void Claim Provider

The reason to adjust or void a claim can range from needing to add other insurance to simply billing for the wrong date of service.

Adjustments or voids can be completed from within CHAMPS via Direct Data Entry or by using a billing agent. Reference [slide 5](#) Electronic Billing.

Adjust /Void Claim Provider

- Instructions on how to adjust or void a claim:
 - [Adjust/Void Claim Provider](#)
- The following reasons to adjust or void a claim are included in the instructions:
 - Adjust a Claim for Reprocessing
 - Adjust a Claim to Delete Primary Insurance
 - Adjust a Claim to Add Other Insurance at the Header
 - Adjust a Claim to Add Other Insurance at the Service Line
 - Adjust a Claim to Update Service Line Information
 - Adjust a Claim to Add a Service Line
 - Adjust a Claim to Delete a Service Line
 - Adjust a Claim to Add an NDC Code
 - How to Void a Claim

The screenshot displays the CHAMPS Provider Portal interface. The 'Claims' dropdown menu is open, showing the following options:

- CLAIM SUBMISSION
 - Submit Professional
 - Submit Institutional
 - Submit Dental
 - Search Template
- MANAGE CLAIMS
 - Adjust/Void Claim Provider
- INQUIRE CLAIMS
 - Claim Inquiry
- RA LIST
 - RA List
- INQUIRE PHARMACY CLAIMS
 - Inquire Pharmacy Claims - Provider

A red arrow points to the 'Adjust/Void Claim Provider' option. The background shows a system notification banner for a CHAMPS system outage on November 2nd, 2019, and a calendar widget for November 2019.

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Inquire Claims

Claim Inquiry

There are several different reasons for inquiring on a claim within CHAMPS.

Within the Claim Inquiry section of CHAMPS providers can utilize multiple filters to look up one claim or multiple claims.

Claim Inquiry

- Some of the filter options for inquiring on a claim include:
 - Using a TCN to search
 - Using From/To dates to search for claims
 - Locating Reason and Remark codes
- To walk through one of the above filter options follow the Quick Reference Guide:
 - [Claim Inquiry](#)
- Another resource for providers when utilizing claim inquiry is to utilize the Claim Limit List function. This resource will help determine the cause for claim/service line suspended or denied claims.
 - [Claim Limit List](#)

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RA List

RA List

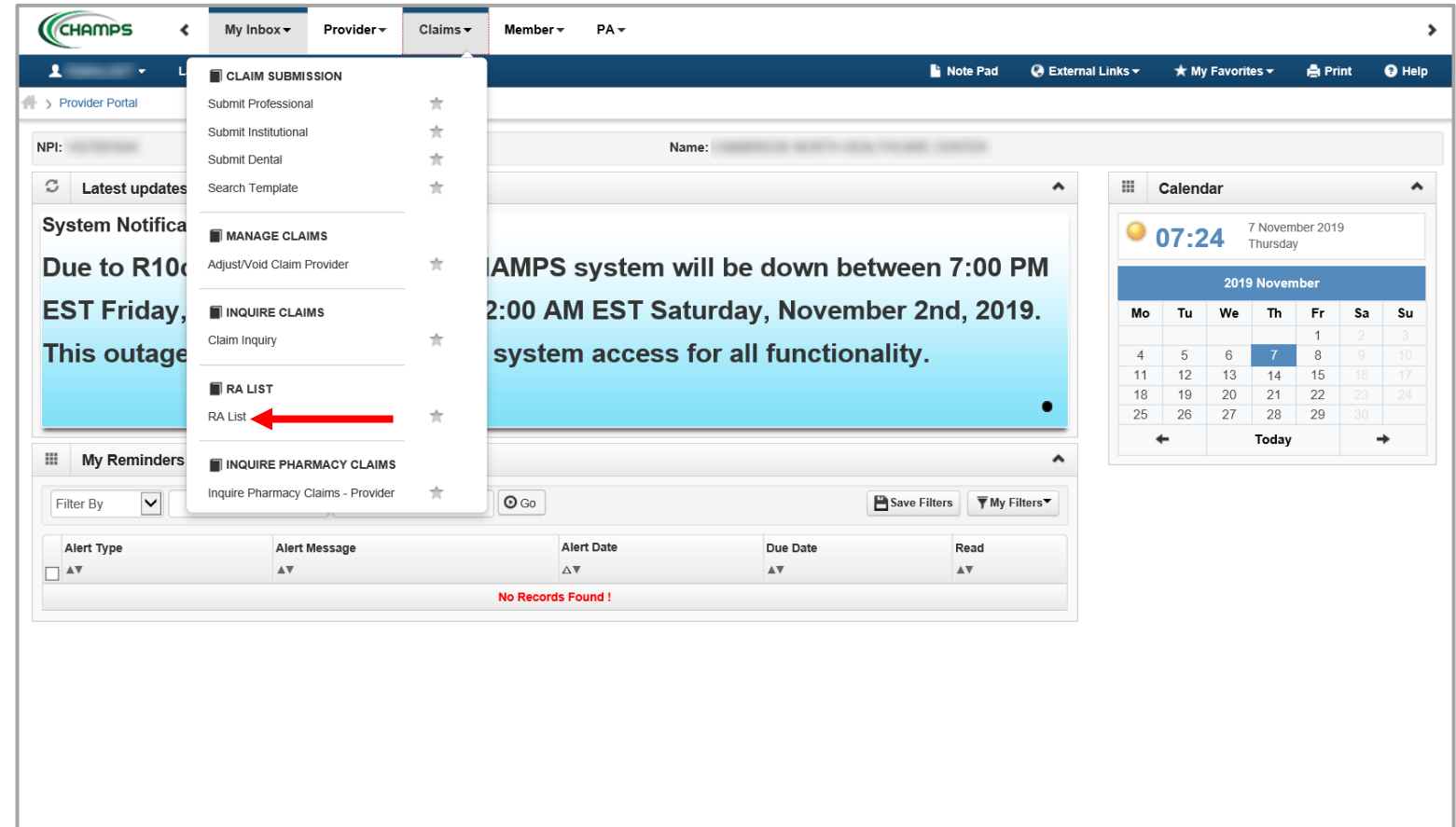
RA List stands for Remittance Advice List.

This function is only available to certain providers given their selection within the Location step of their Provider Enrollment information.

Continue to the following slide to determine who can see the RA List section within CHAMPS.

RA List

- If a provider selected yes to the question, Accept 835 (reported at EIN/TIN level) from within the Location step of their Provider Enrollment Application then this provider will be able to see their electronic RA here under the RA List. However, providers who have selected no, because they plan on using a Billing Agent, will not be able to see their electronic RA under the RA List screen.
 - Providers with a Billing Agent will need to work with their Billing Agent.
 - CHAMPS only stores three months of data within the RA List.
- Helpful resources for providers who receive a paper remittance advice include:
 - [TCN Composition Worksheet](#)
 - [Paper RA Explanation](#)



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Inquire Pharmacy Claims

Inquire Pharmacy Claims-Provider

The Inquire Pharmacy Claims section of CHAMPS is strictly view only.

The current Pharmacy Benefit Manager for Michigan Medicaid is Magellan Rx.

Inquire Pharmacy Claims

- This page is specific to Pharmacies and only includes data that has been transferred to CHAMPS.
- For specific claims information contact Magellan Rx.
 - www.Michigan.Magellanrx.com

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Provider Resources



MDHHS website:

www.michigan.gov/medicaidproviders



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

[CHAMPS Resources](#)

[Listserv Instructions](#)

[Provider Alerts](#)

[Medicaid Provider Training Sessions](#)



Provider Support:

ProviderSupport@Michigan.gov

1-800-292-2550



Thank you for participating in the Michigan Medicaid Program