CHAMPS 101: PA 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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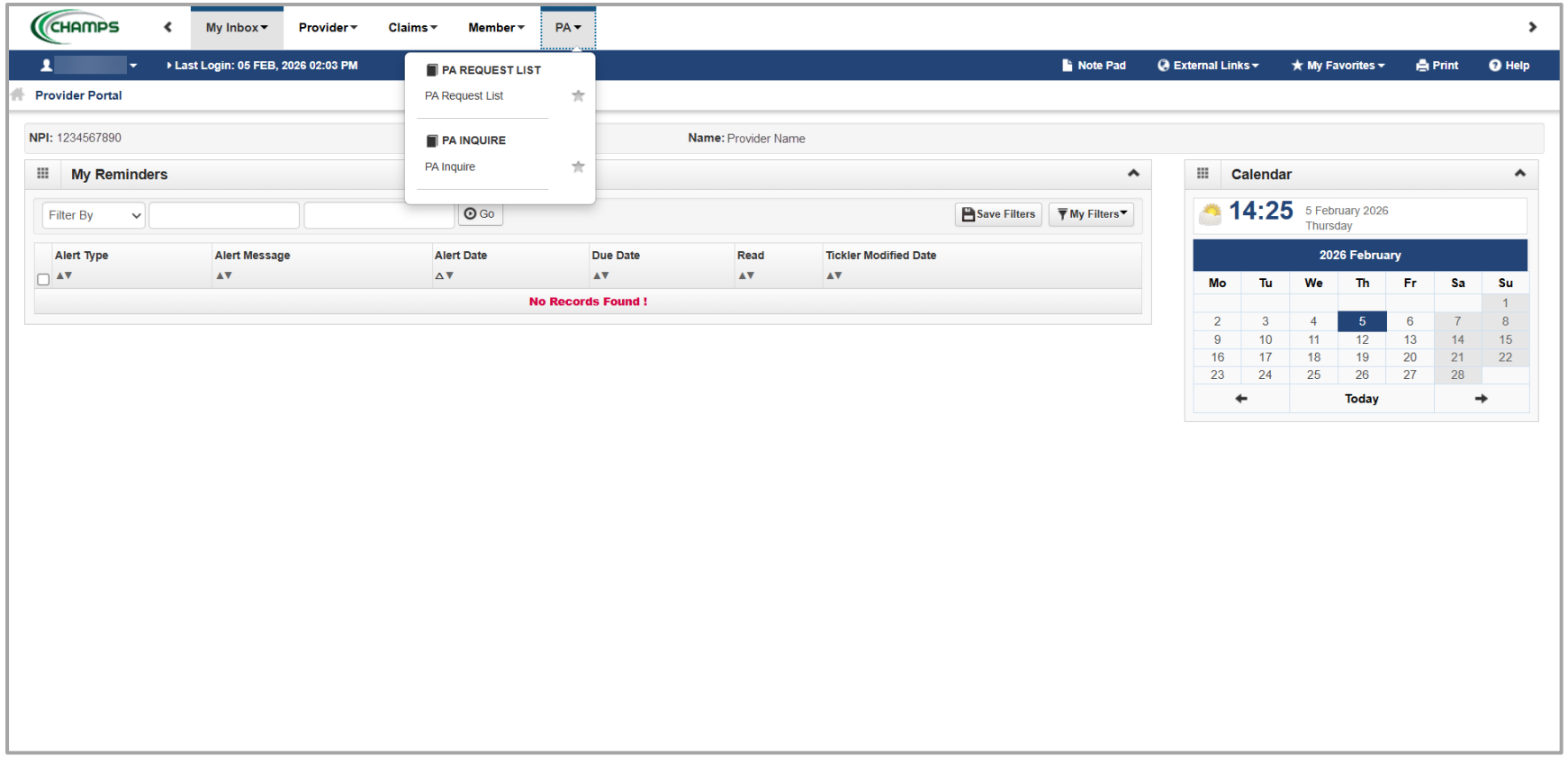
MDHHS Michigan Department of Health & Human Services

Overview: My Inbox Landing Page

- Access MiLogin: https://milogintp.Michigan.gov
- Access CHAMPS
  - Select Domain and Profile
- Once at the My Inbox Landing Page:
  - Click the PA tab
- From the PA tab dropdown select one of the following:
  - PA Request List
  - PA Inquire



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

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PA Request List

There may be occasions when a beneficiary requires services beyond those ordinarily covered by Medicaid or needs a service that requires prior authorization (PA).

In order for Medicaid to reimburse the provider in this situation, MDHHS requires that the provider obtain authorization for these services before the service is rendered.

Refer to MMP 26-02

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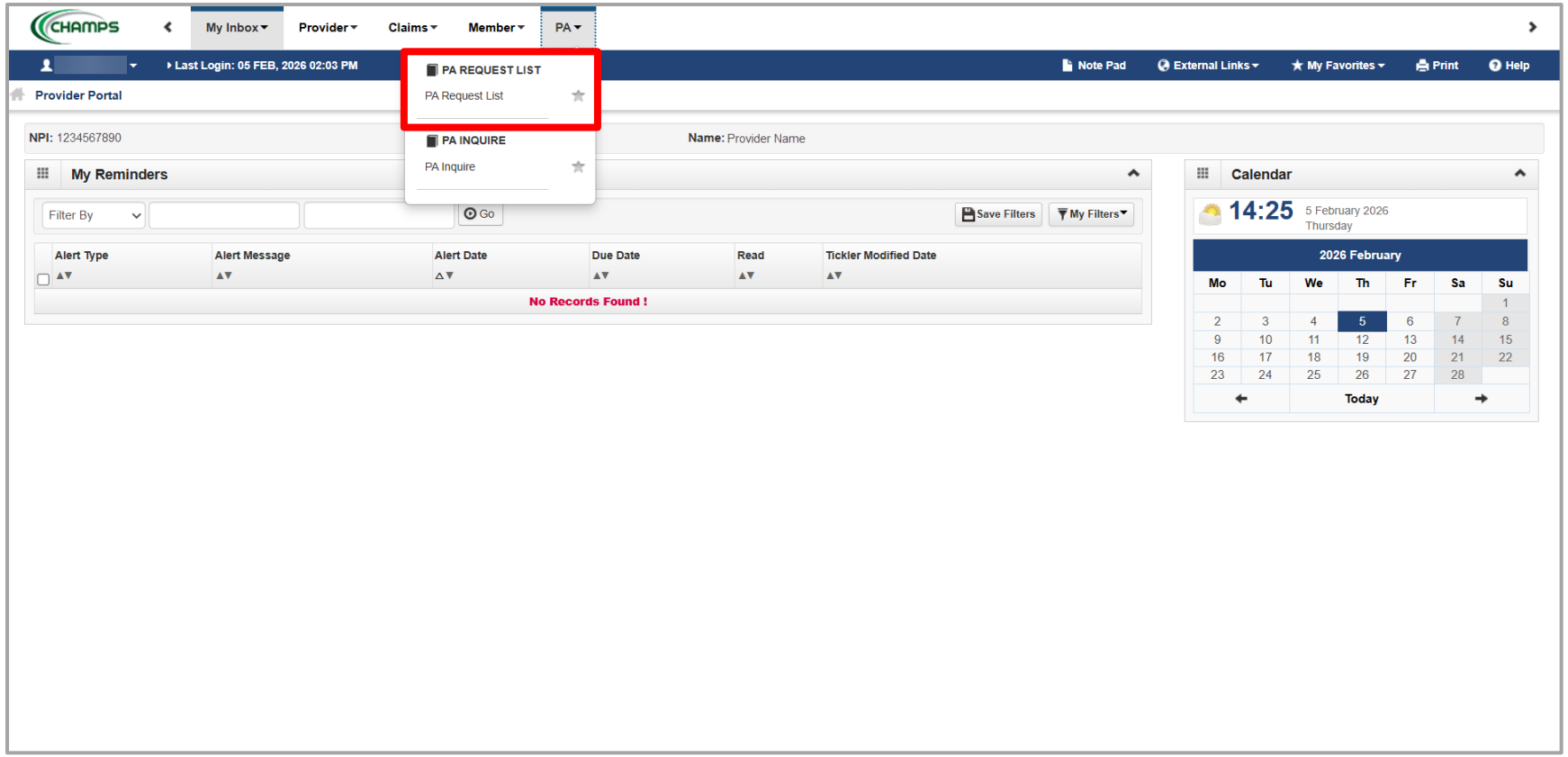
PA Request List

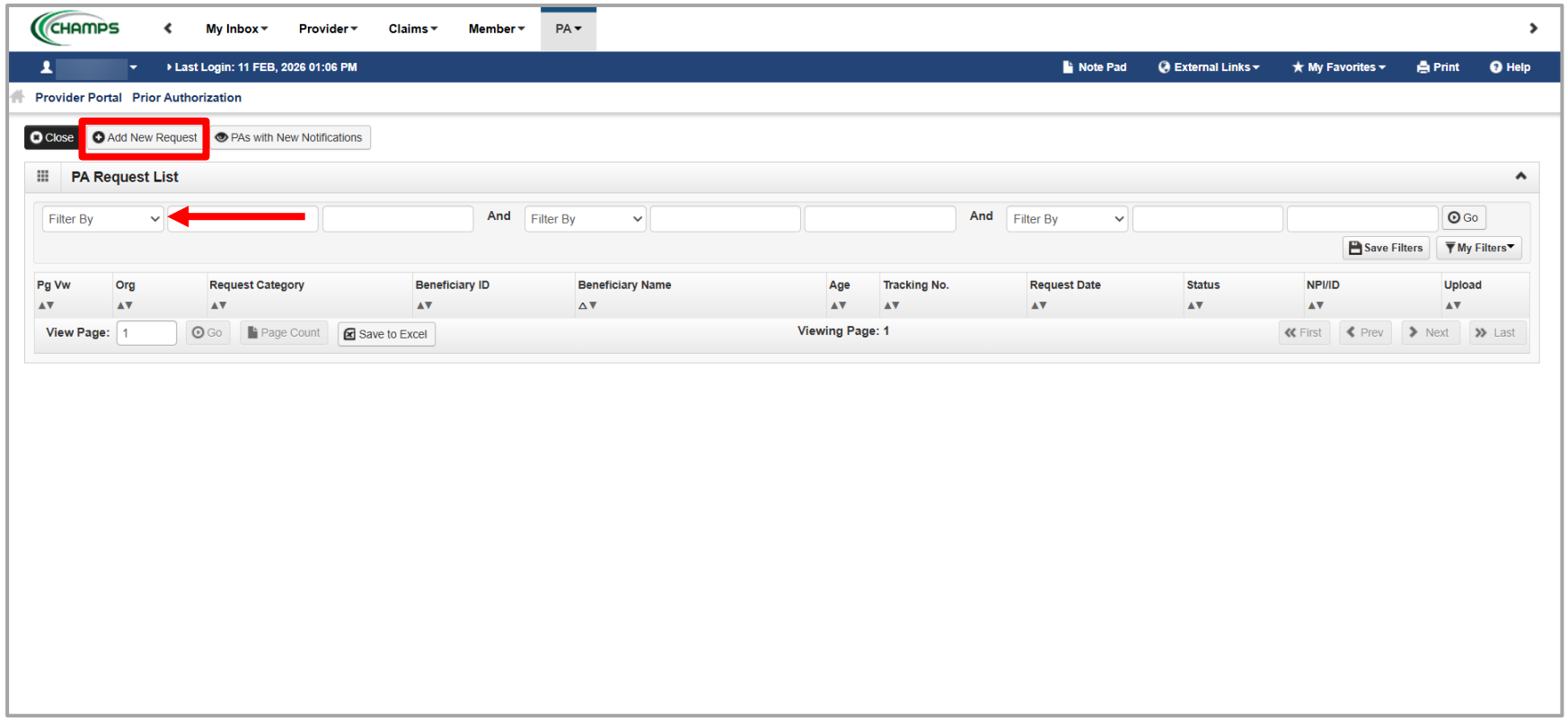
- The PA Request List option is good for providers who are unsure of a tracking number or would like to look up a PA using other resources like a beneficiary name.

- Reference the Medicaid Providers webpage >> CHAMPS >> Prior Authorization for additional resources



PA Request List

- The PA request list function brings back any PA submitted by the NPI you are logged into CHAMPS under. Therefore, to make looking for a specific PA easier a user can filter for a specific Beneficiary ID, Beneficiary Name, Tracking number, Request Date, and/or Status of a PA.
- Simply select the dropdown arrow next to Filter By and select the criteria to search by. Users can use up to three search criteria.
- If a user is unable to locate a PA submission for a beneficiary, a new PA may need to be submitted.
  - Select Add New Request
  - For further instructions on how to submit a PA in CHAMPS via Direct Data Entry (DDE) refer to Prior Authorization Request List instructions.



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PA Inquire

PA Inquire allows providers to check on the status of submitted PA requests or query completed PAs on file.

Up to seven years of PA history is accessible to providers in CHAMPS.

Comments or documents attached to a PA request cannot be viewed using the PA Inquire function.

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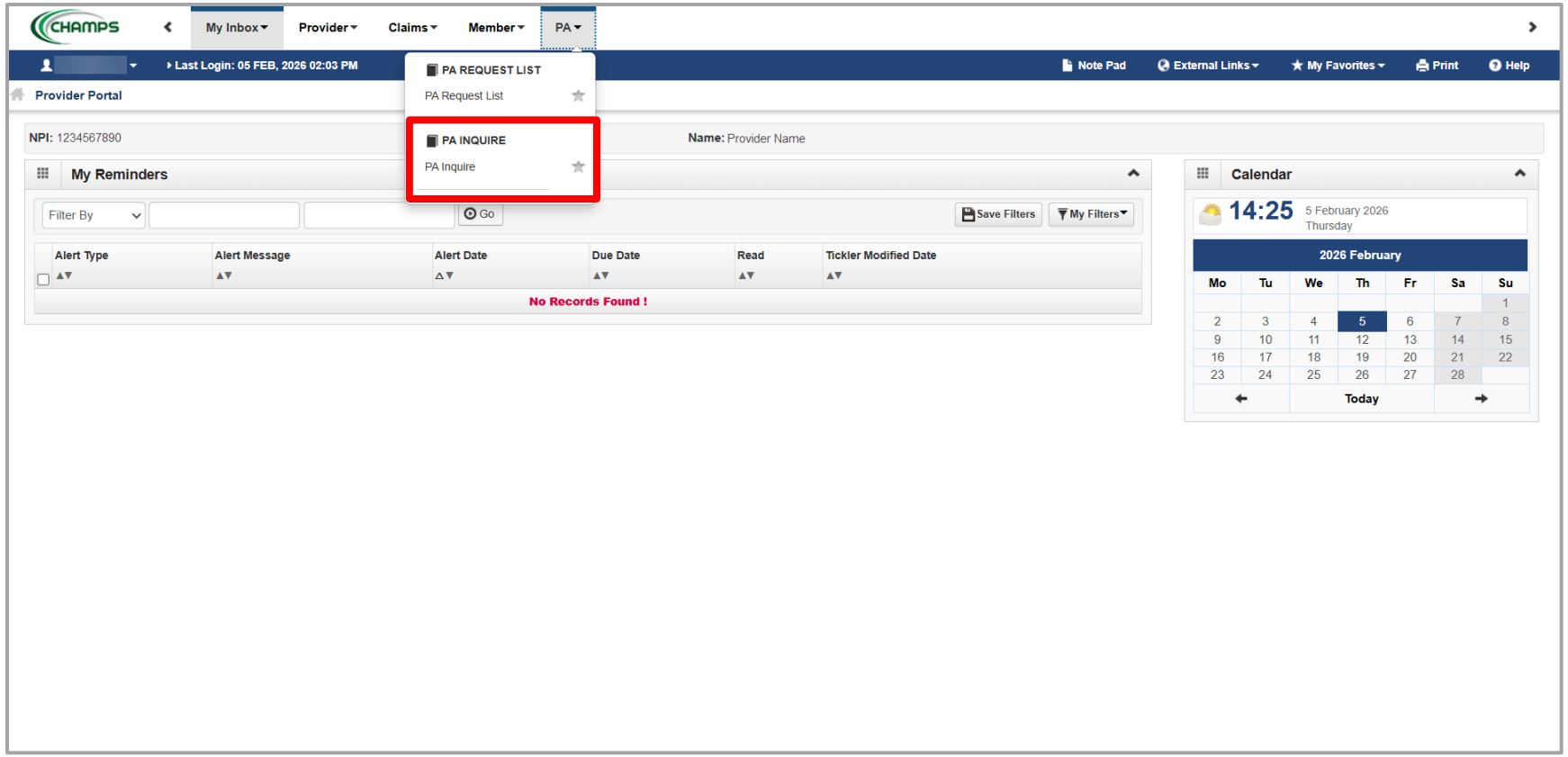
PA Inquire

- Requests for PA (except pharmacy) may be submitted in writing, via Direct Data Entry (DDE) through CHAMPS, or electronically.
- Once a PA request is successfully submitted, a provider will receive a tracking number. This tracking number cannot be used for claims until it is approved.
- To determine if a PA request has been approved, denied, or returned, select PA Inquire from the PA tab dropdown.



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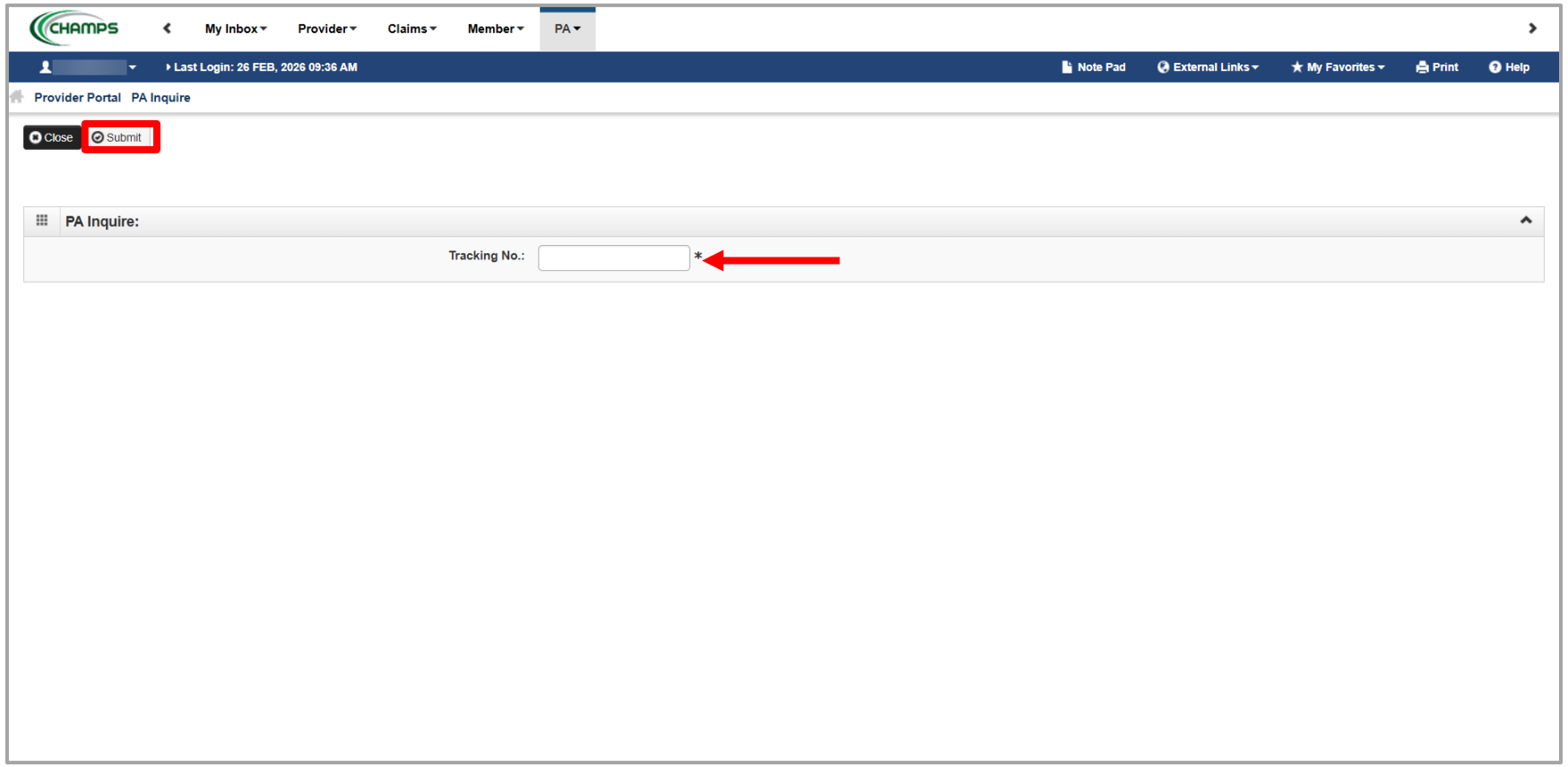
PA Inquire

- Enter the PA Tracking number received after successfully entering in a PA.
- Click Submit



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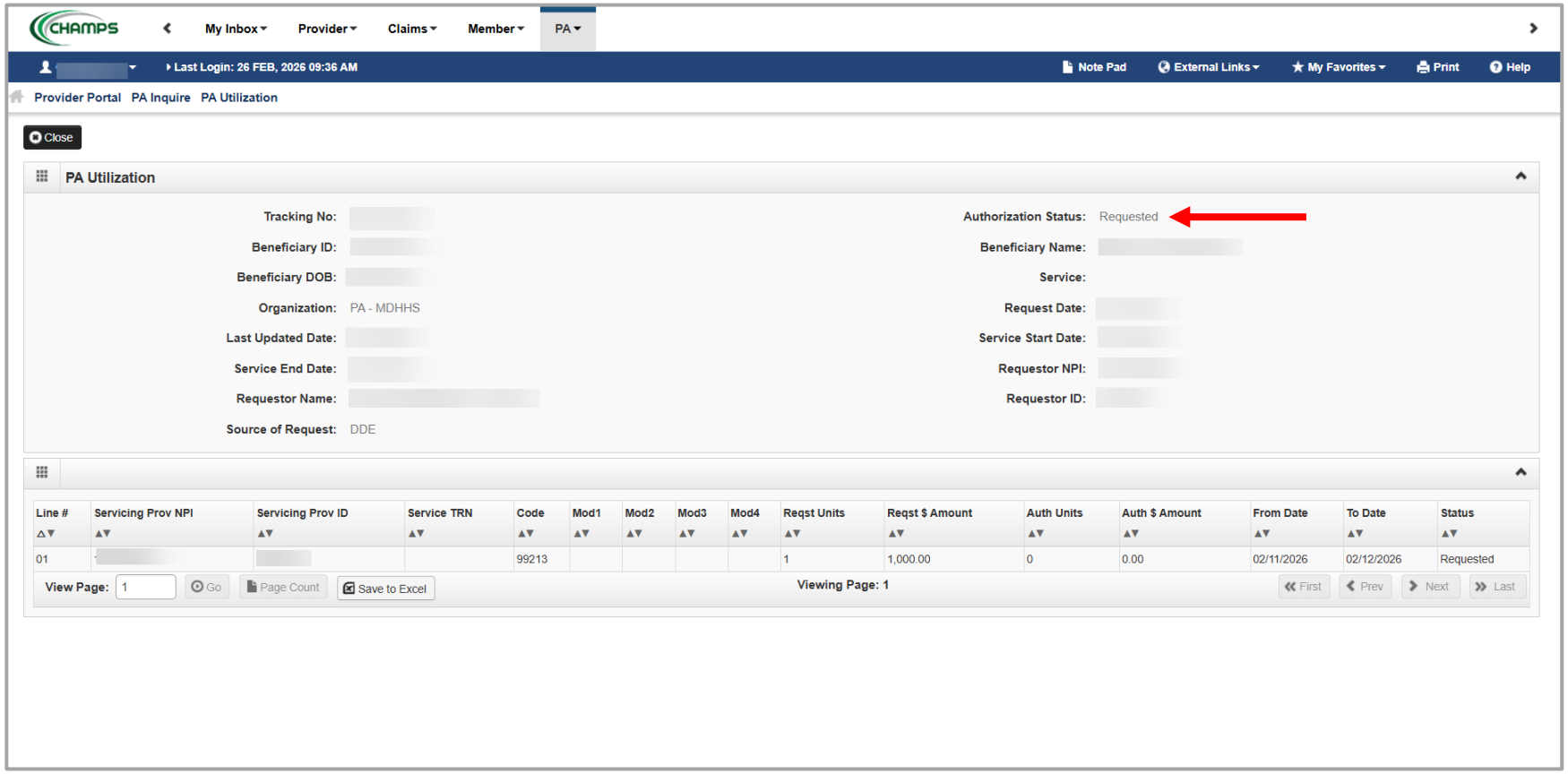
PA Inquire

- After submitting the tracking number in question, the PA Utilization page will display.
- The PA Utilization page will display the Beneficiary Name, Authorization Status, code(s) requested, the date span for the approved code(s), and if there are multiple codes, specifically which codes have been approved, denied, or returned for more information.
  - For detailed Prior Authorization information visit the MI Medicaid Provider Manual, Chapter General Information for Providers, Section 10 – Prior Authorizations.



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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