MiLogin Instructions

Lookup Your User ID & Forgot Your Password

"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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Lookup Your User ID

Instructions on how to recover the MiLogin account User ID.

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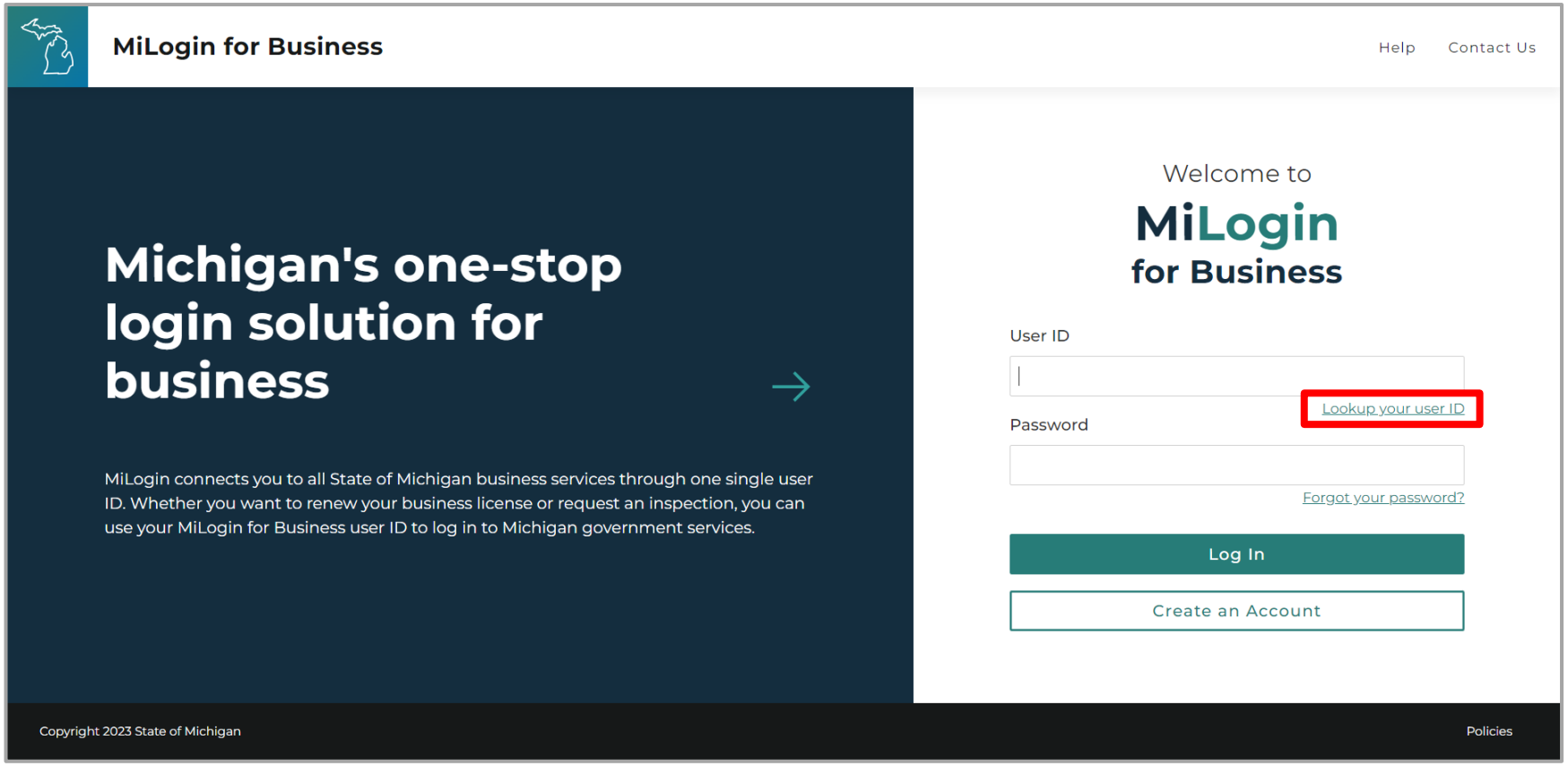
Lookup Your User ID

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



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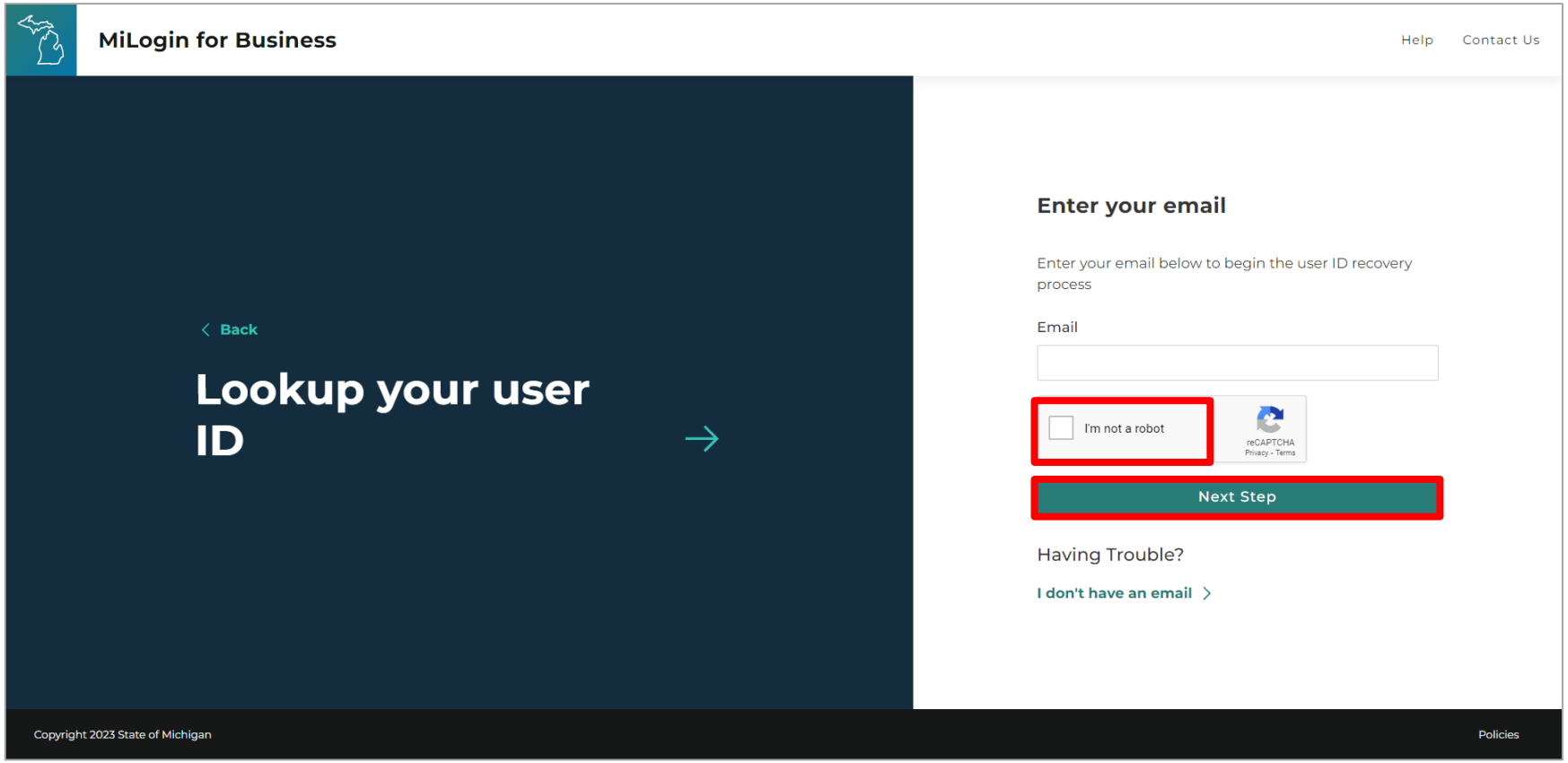
Lookup Your User ID

- Enter the email address used to create the MiLogin account.
- Check the 'I'm not a Robot' checkmark.
- Click Next Step.



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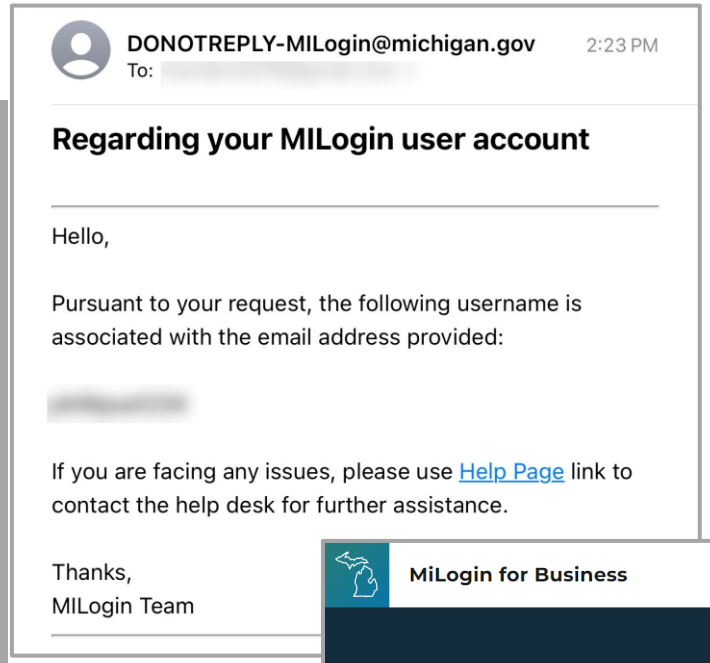
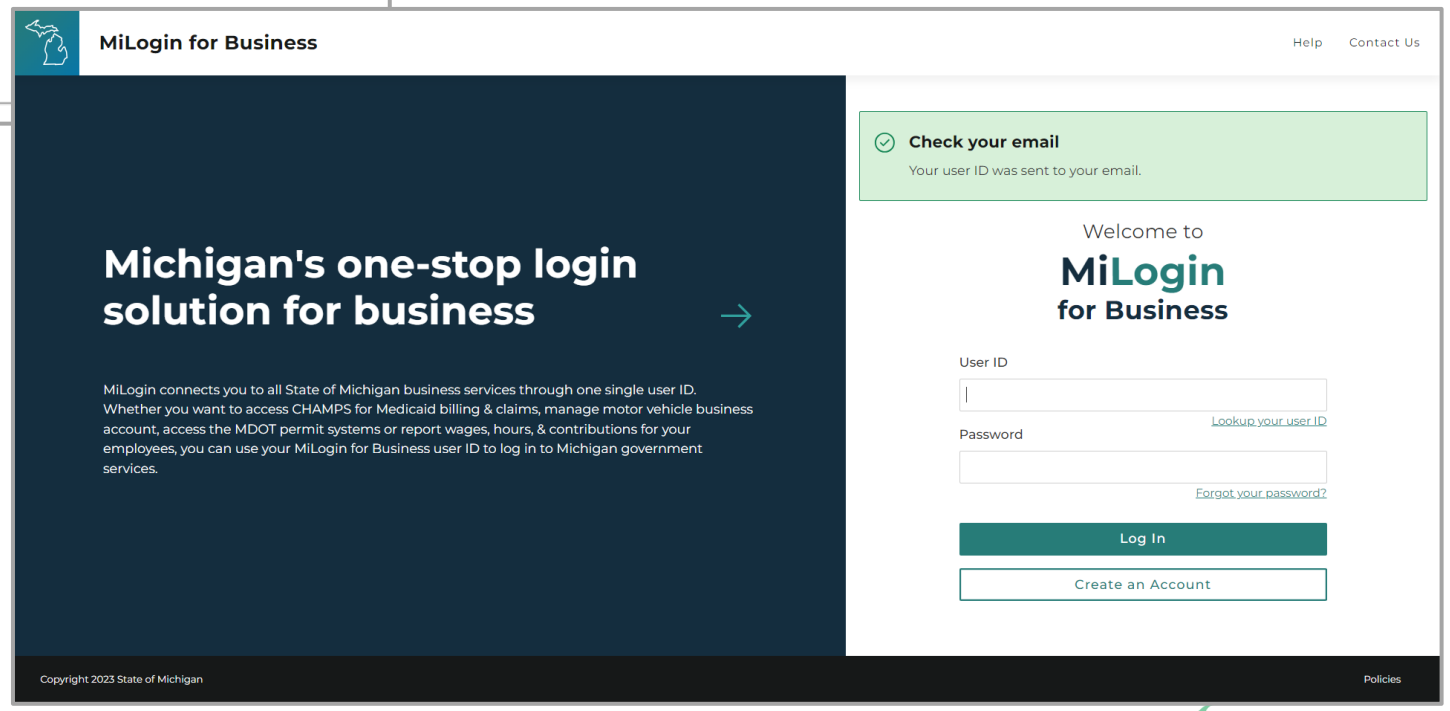
Lookup Your User ID

- An email message containing the User ID will be sent to the email address on file.





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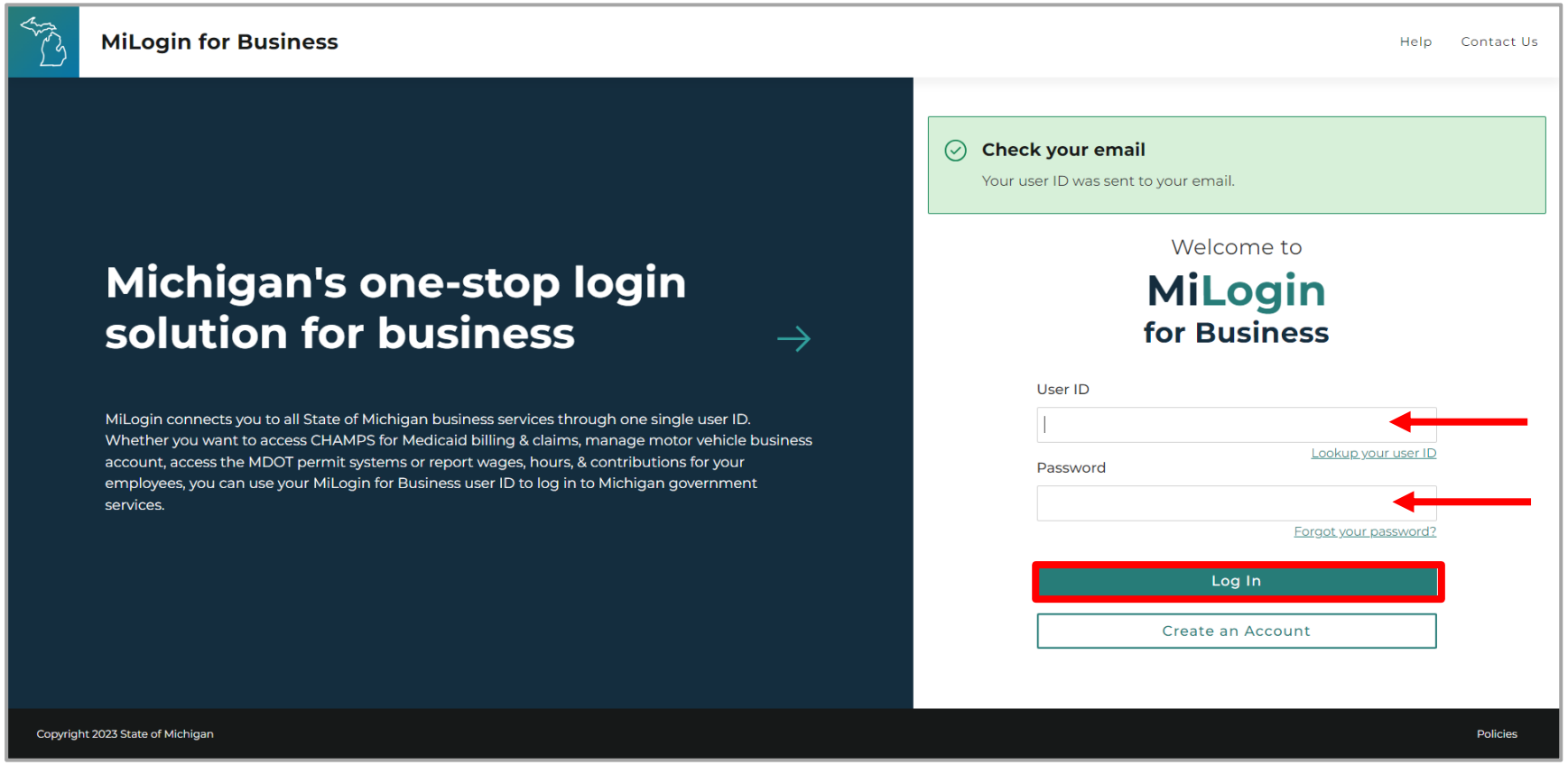
Lookup Your User ID

- Enter the User ID and Password.
- Click Login.



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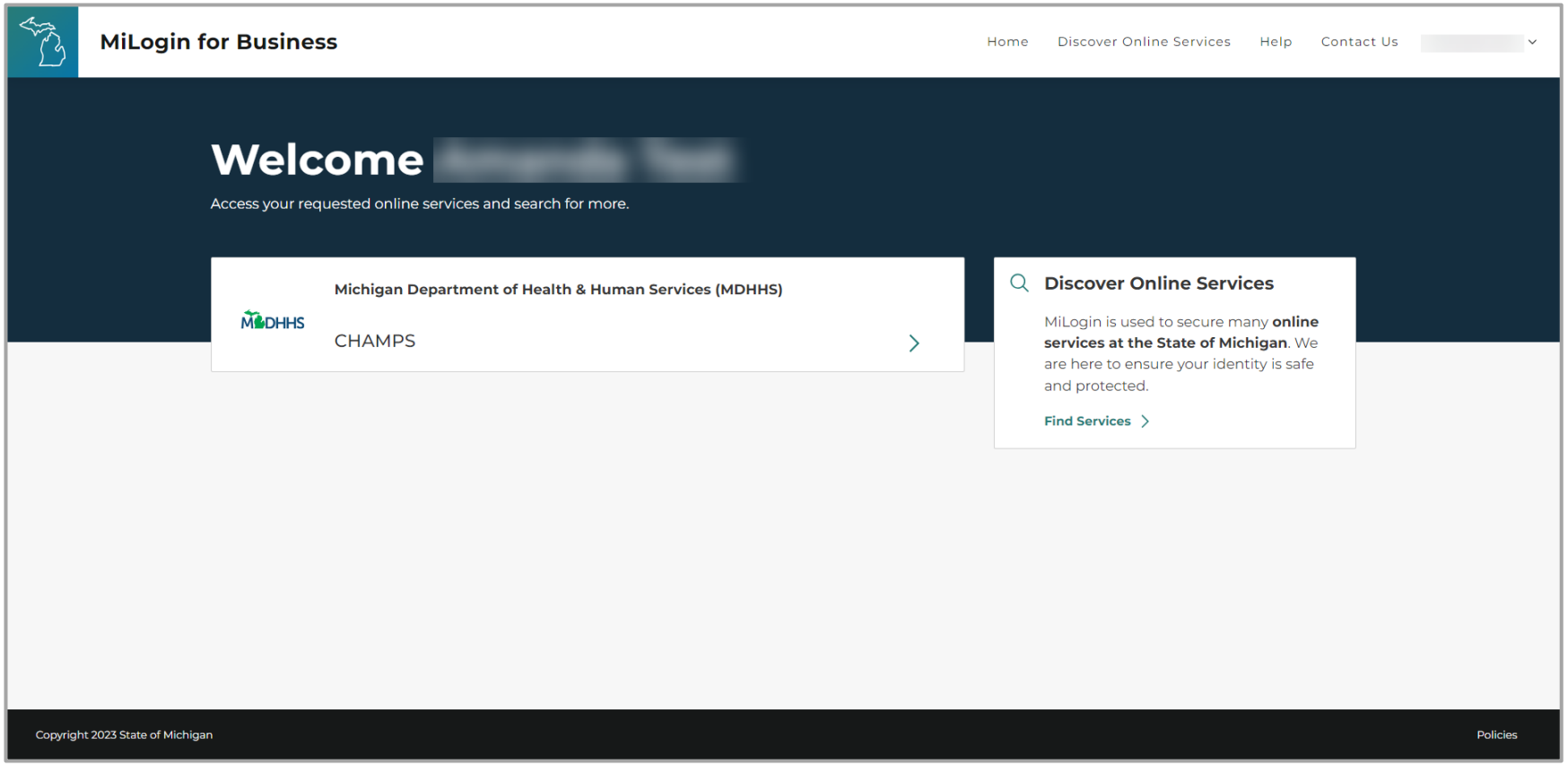
Lookup Your User ID

- Once logged into MiLogin you will be directed to the MiLogin Welcome Page.
  - The user's list of online services approved will be displayed, in this example CHAMPS is listed.

For steps on accessing CHAMPS review slides 31-35.



Forgot Your Password

Verification Methods

- Email
- Voice Call
- Text Message

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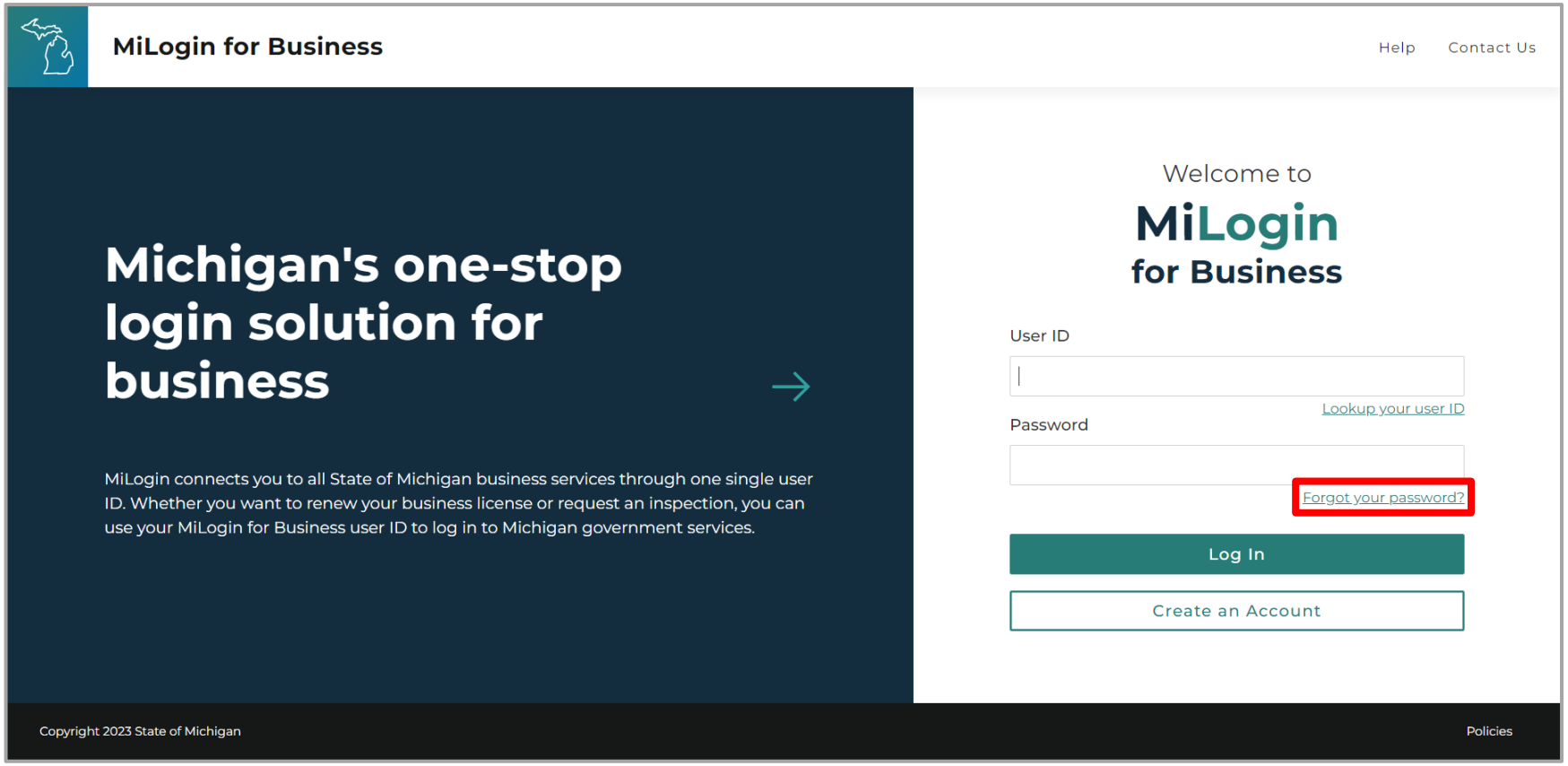
Forgot Your Password

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



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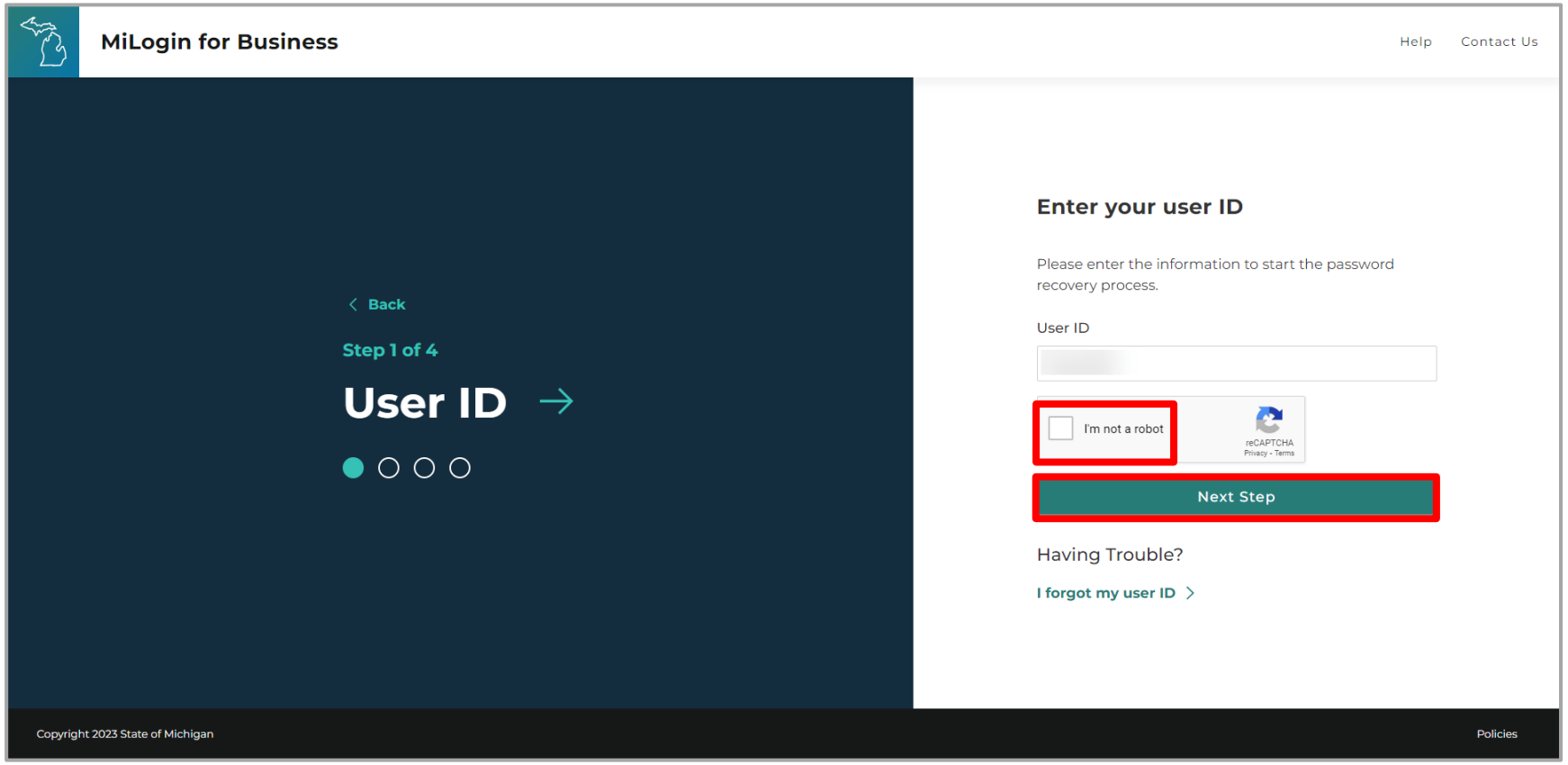
Forgot Your Password

- Verify the user ID is listed.
- Check the 'I'm not a robot' checkmark.
- Click Next Step.



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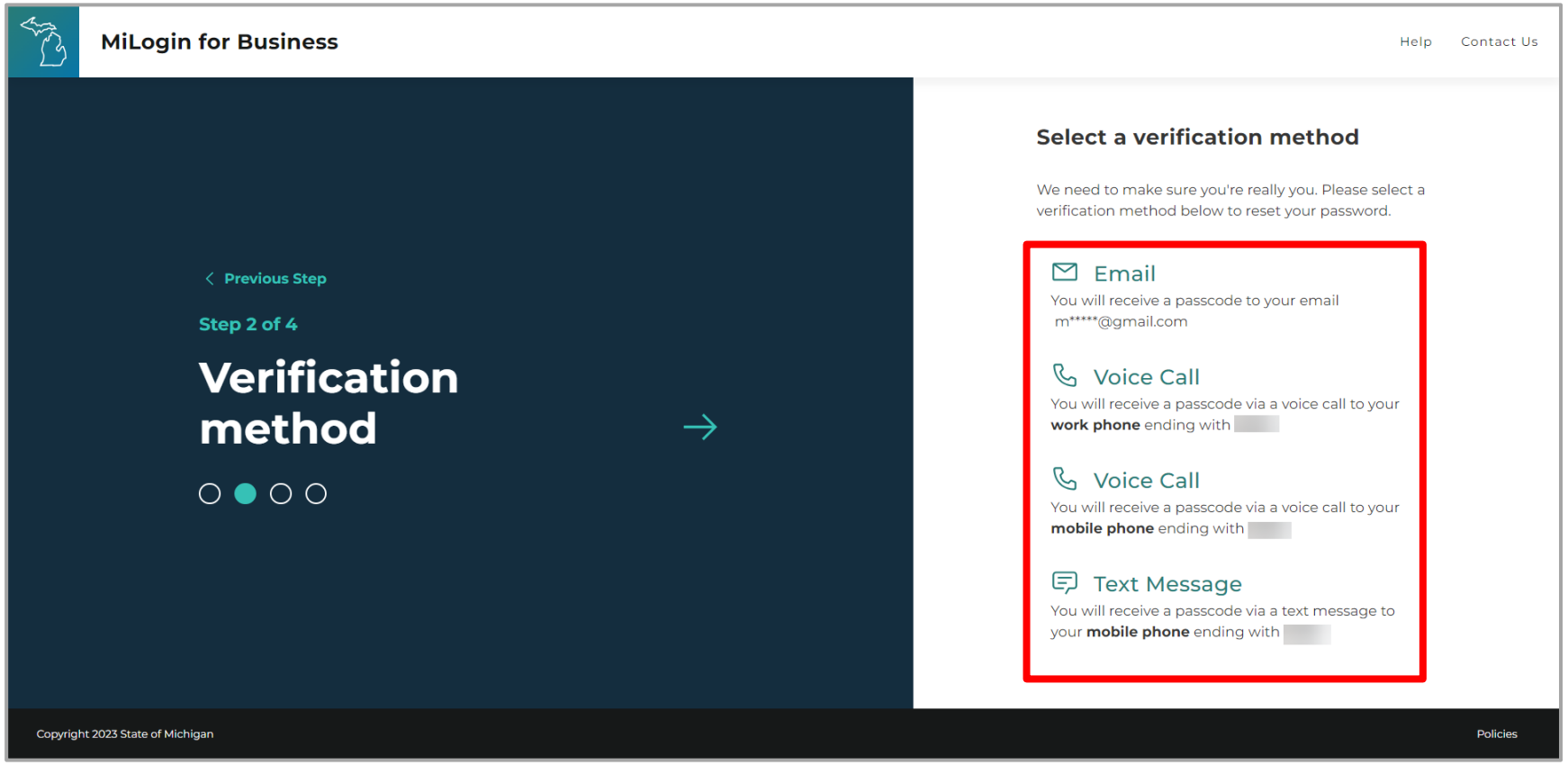
Forgot Your Password

- Select the password recovery option by clicking the option hyperlink.



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Email

Instructions on how to use the email method to recover the MiLogin Password.

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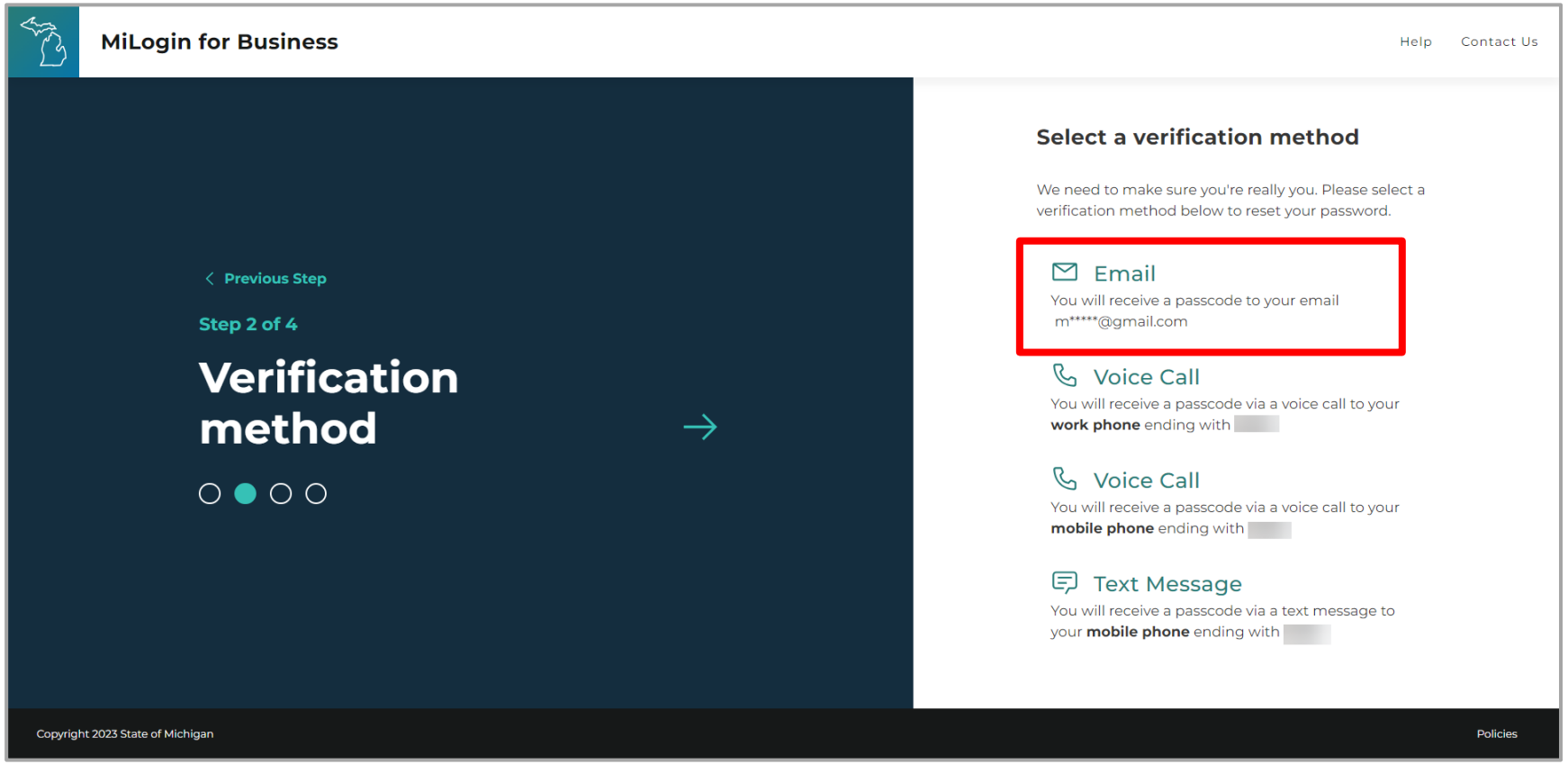
Forgot Your Password: Email

- Select the password recovery option by clicking the option hyperlink.
- After clicking on this link, users will receive a passcode via an email message in their email mailbox.
- Check your SPAM or junk folder if the email is not received.



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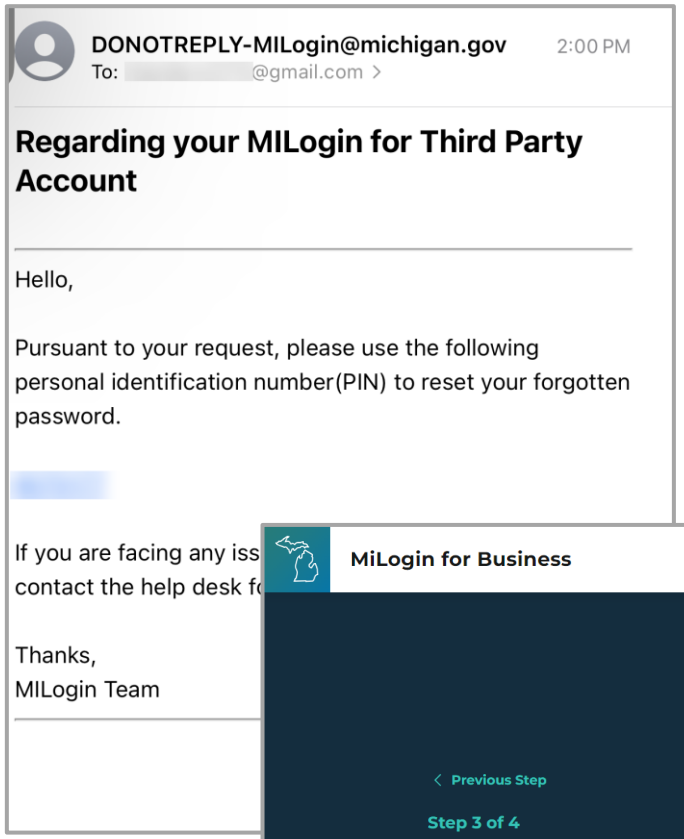
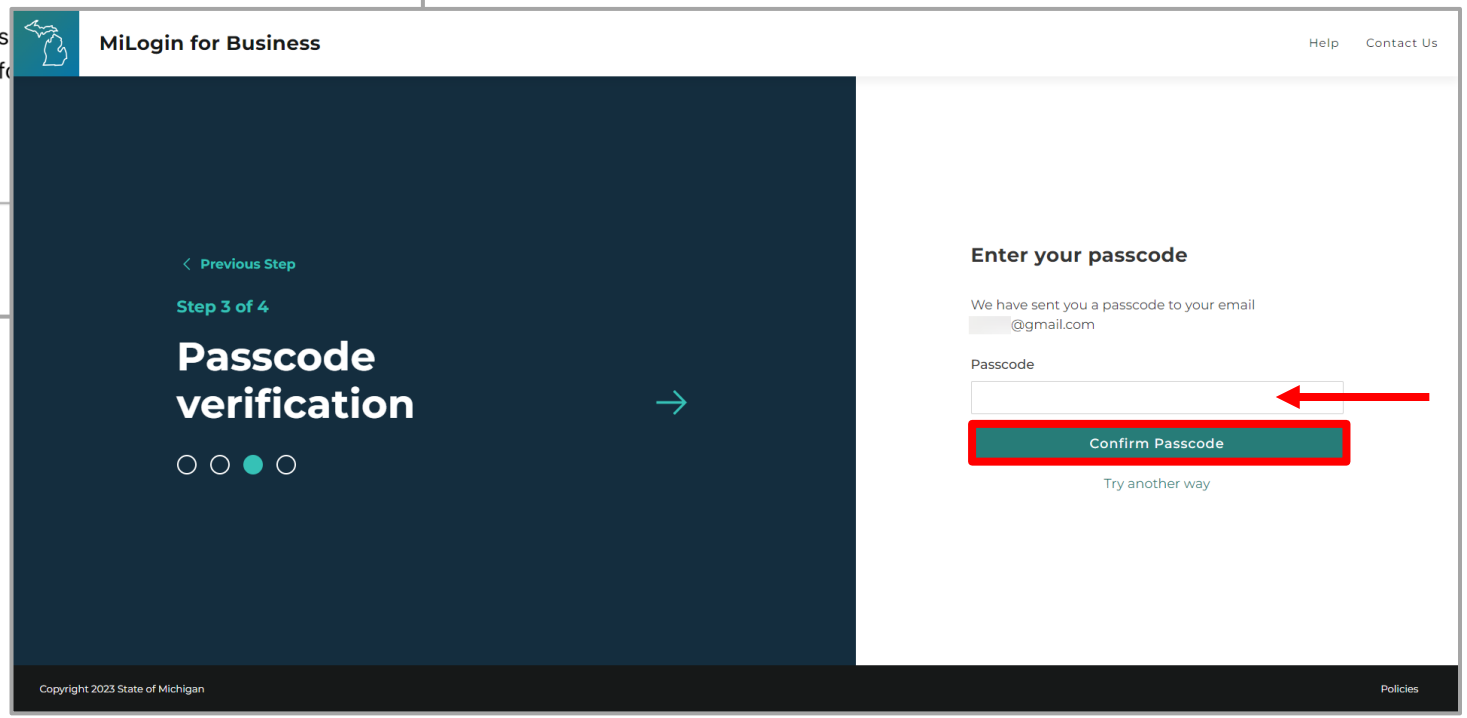
Forgot Your Password: Email

- An email will be sent to the email address on file with the passcode.
- Enter the passcode in the MiLogin screen.
- Click confirm passcode.





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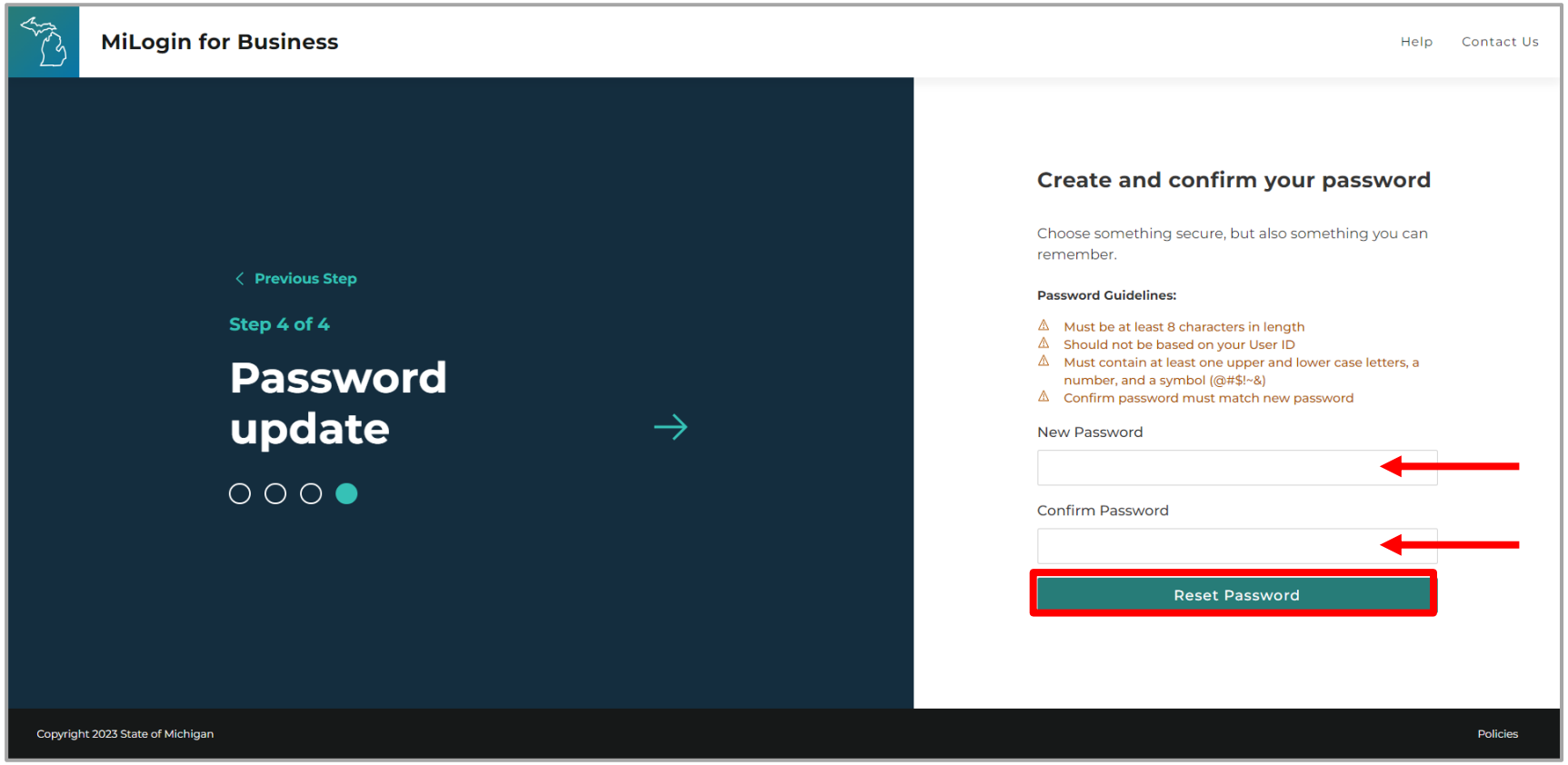
Forgot Your Password: Email

- Enter a New Password following the password guidelines.
- Enter the same password in the Confirm Password field.
- Click Reset Password.



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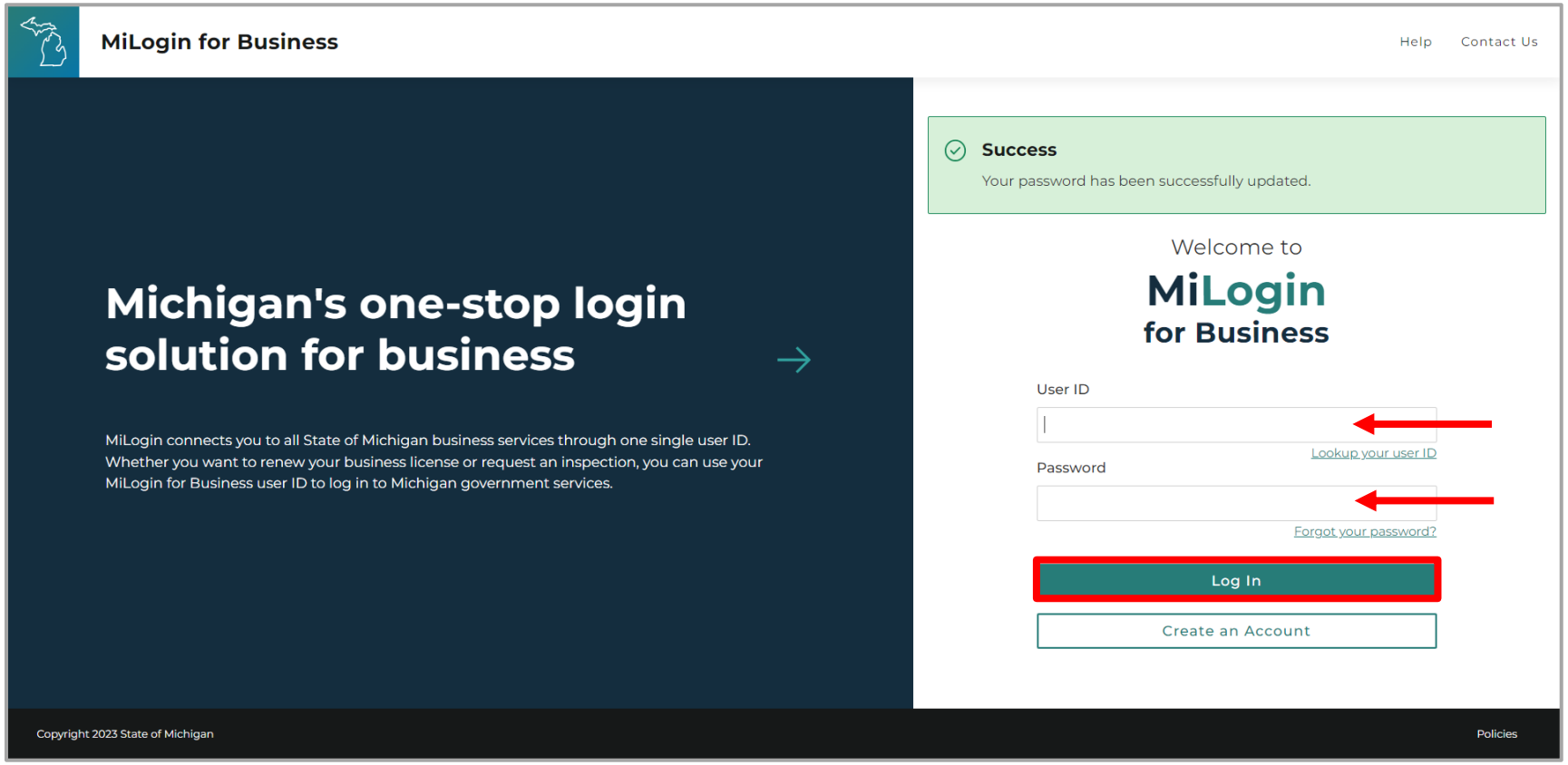
Forgot Your Password: Email

- Enter the User ID and newly created Password.
- Click Login.



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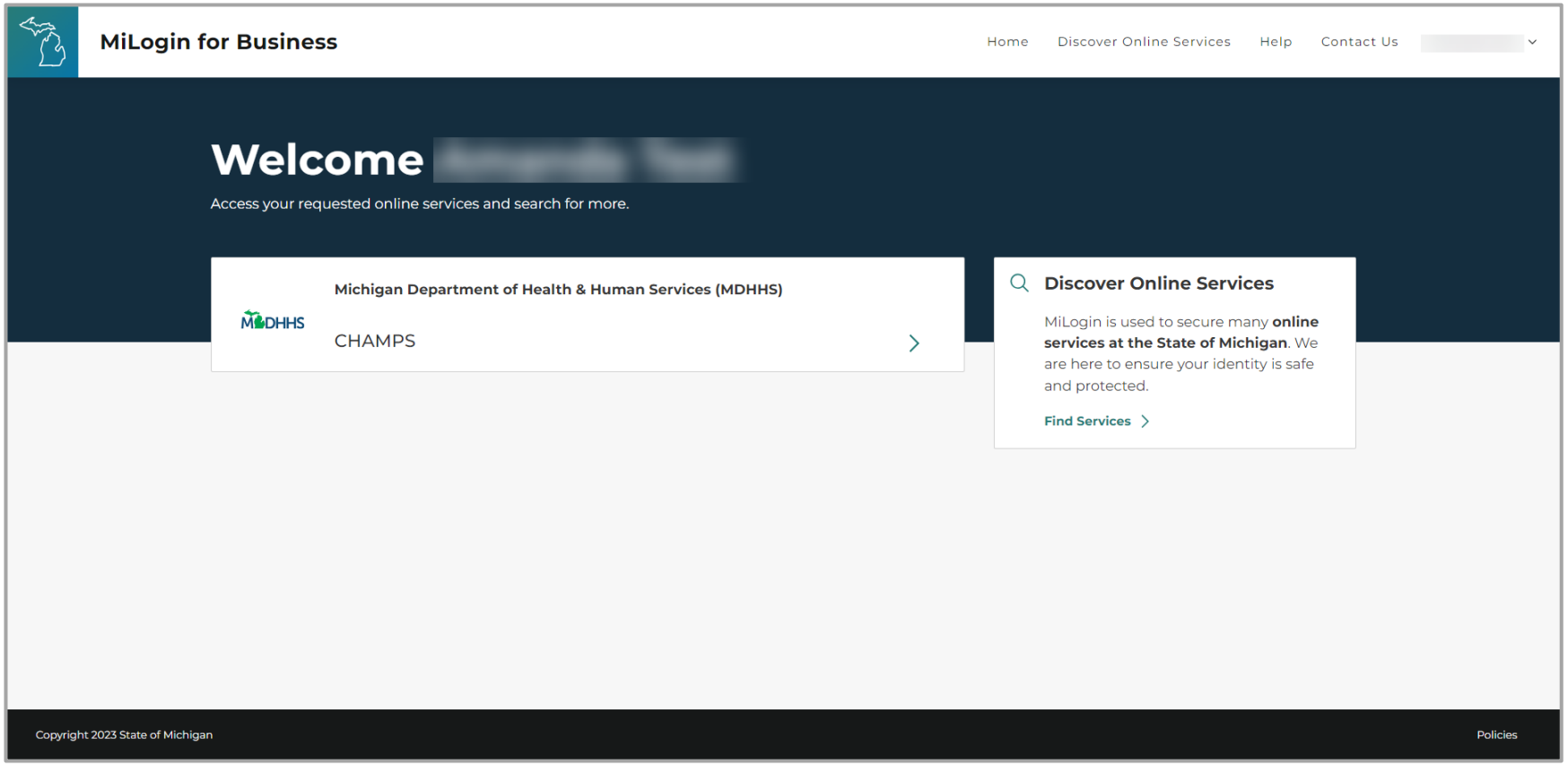
Forgot Your Password: Email

- You will be directed to your MiLogin Home Page.
  - The user's list of online services approved will be displayed, in this example CHAMPS is listed.

For steps on accessing CHAMPS review slides 31-35.



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Voice Call

Instructions on how to use the voice call method to recover the MiLogin Password.

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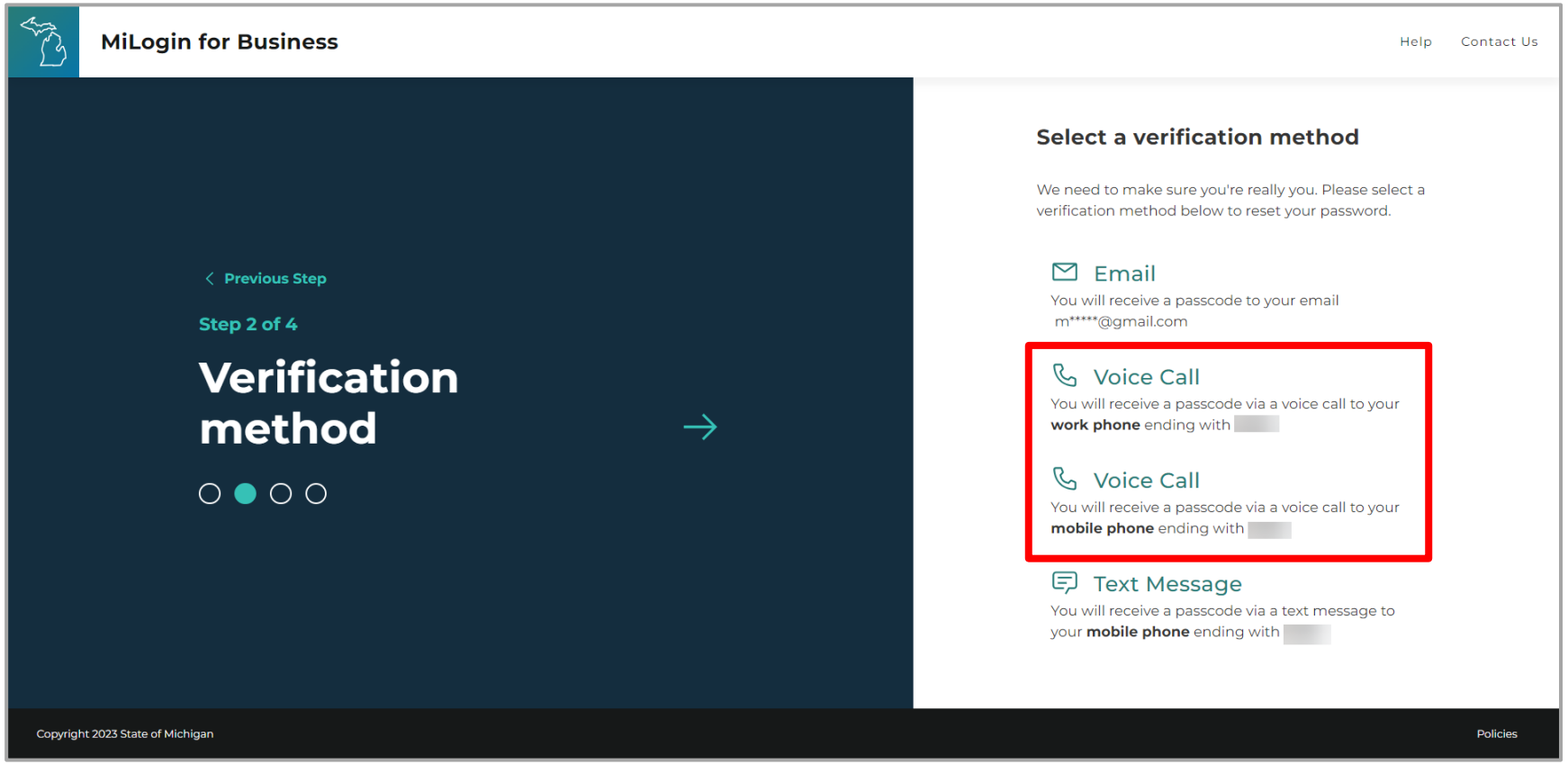
Forgot Password Instructions: Voice Call

- This option will be displayed when a work number or mobile number is present in the user's profile.
- Select the password recovery option by clicking the Voice Call hyperlink.
- After clicking one of the options, users will receive a passcode via a voice call at their phone number of choice.



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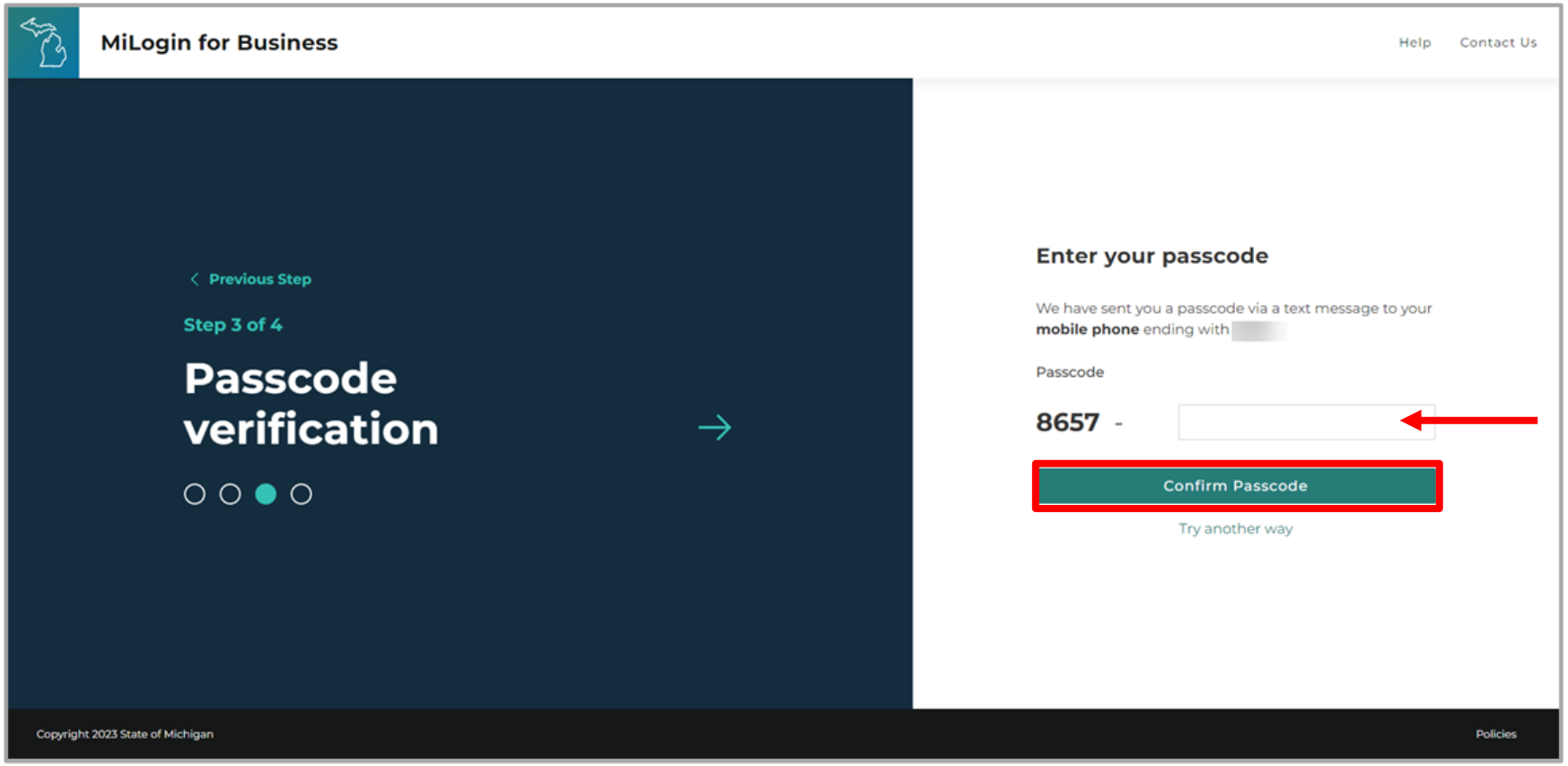
Forgot Password Instructions: Voice Call

- Listen to the call and enter the Passcode.
- Click Confirm Passcode



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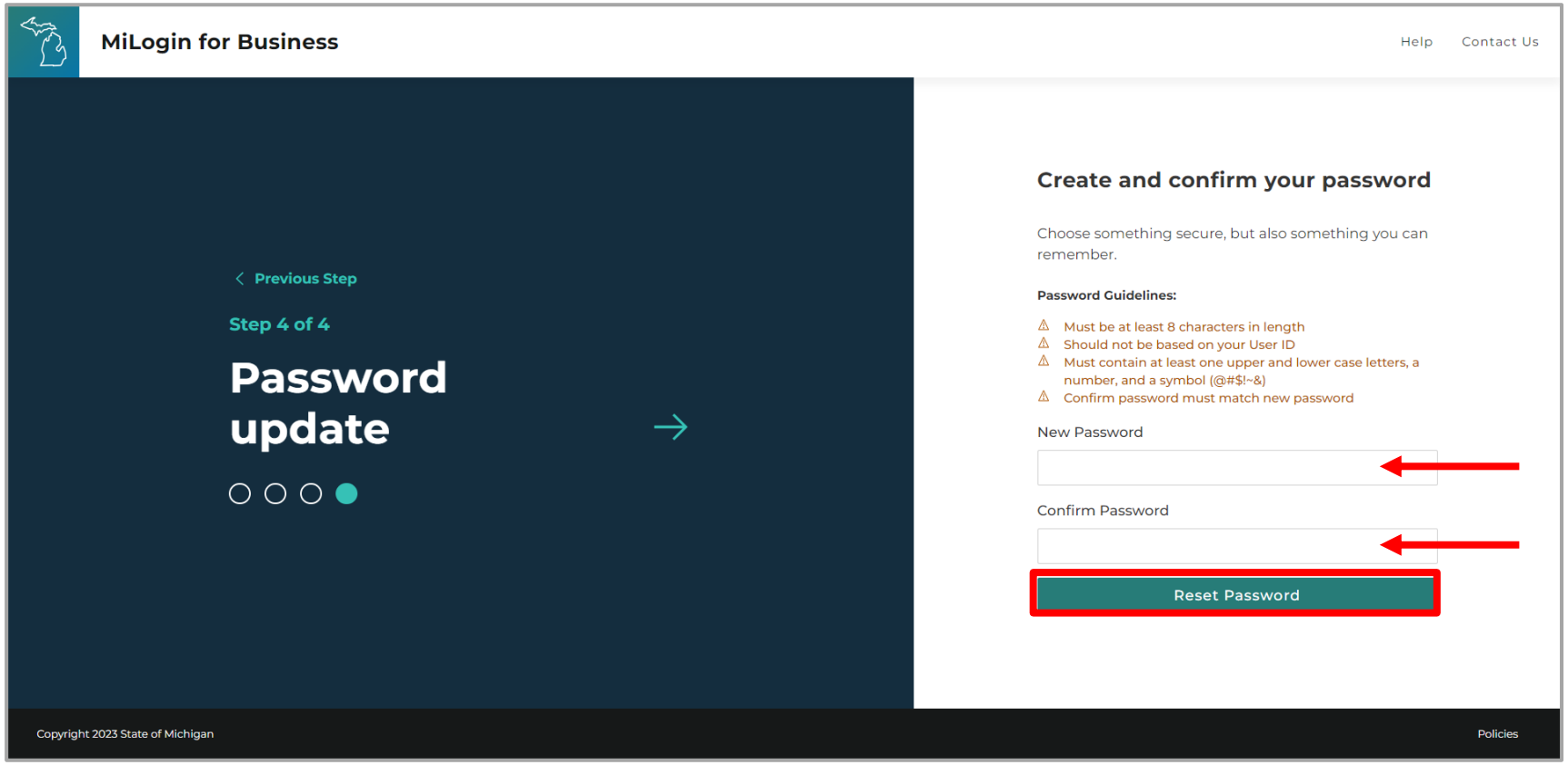
Forgot Password Instructions: Voice Call

- Enter a New Password following the password guidelines.
- Enter the same password in the Confirm Password field.
- Click Reset Password.



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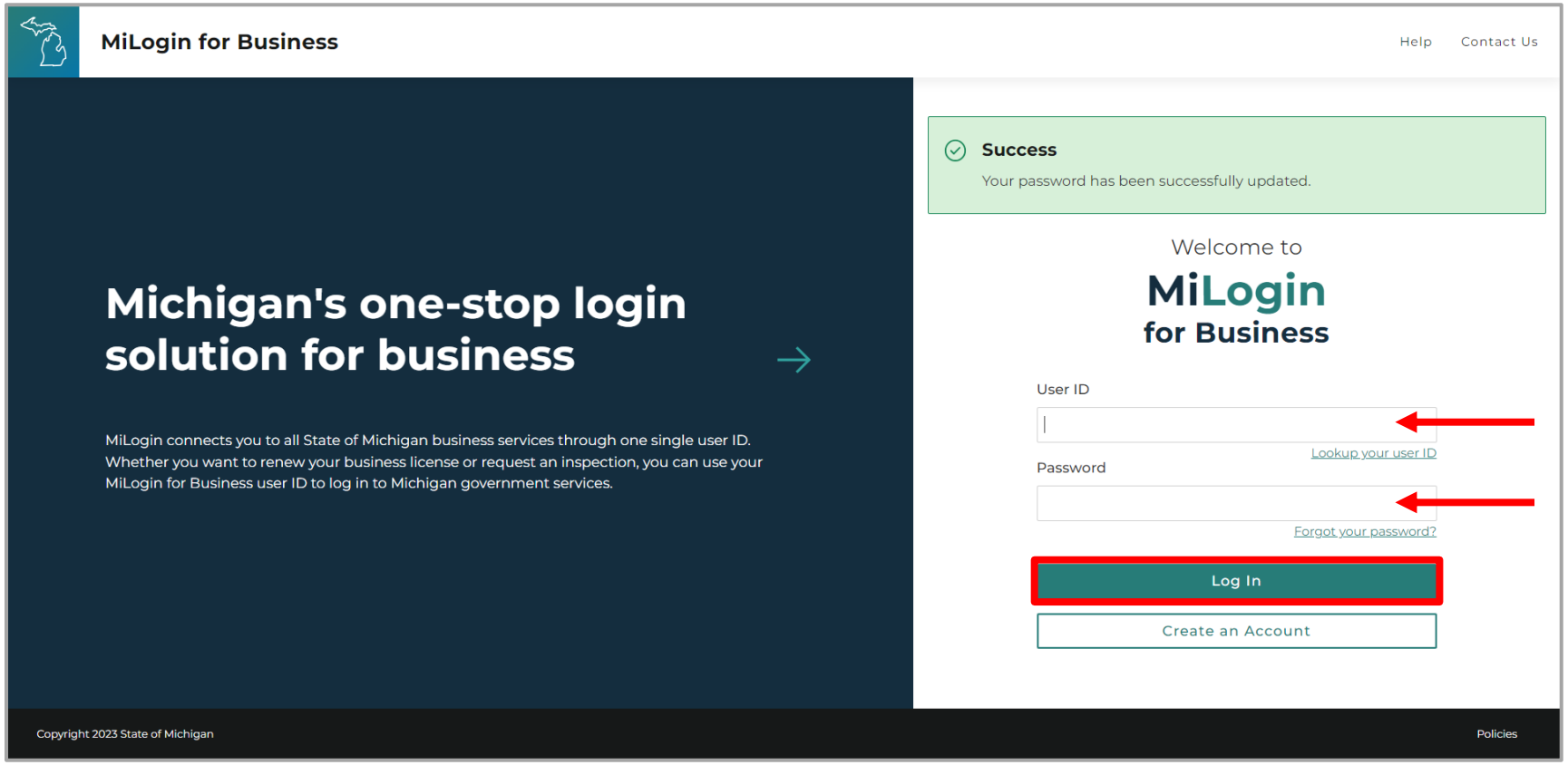
Forgot Password Instructions: Voice Call

- Enter the User ID and newly created Password.
- Click Login.



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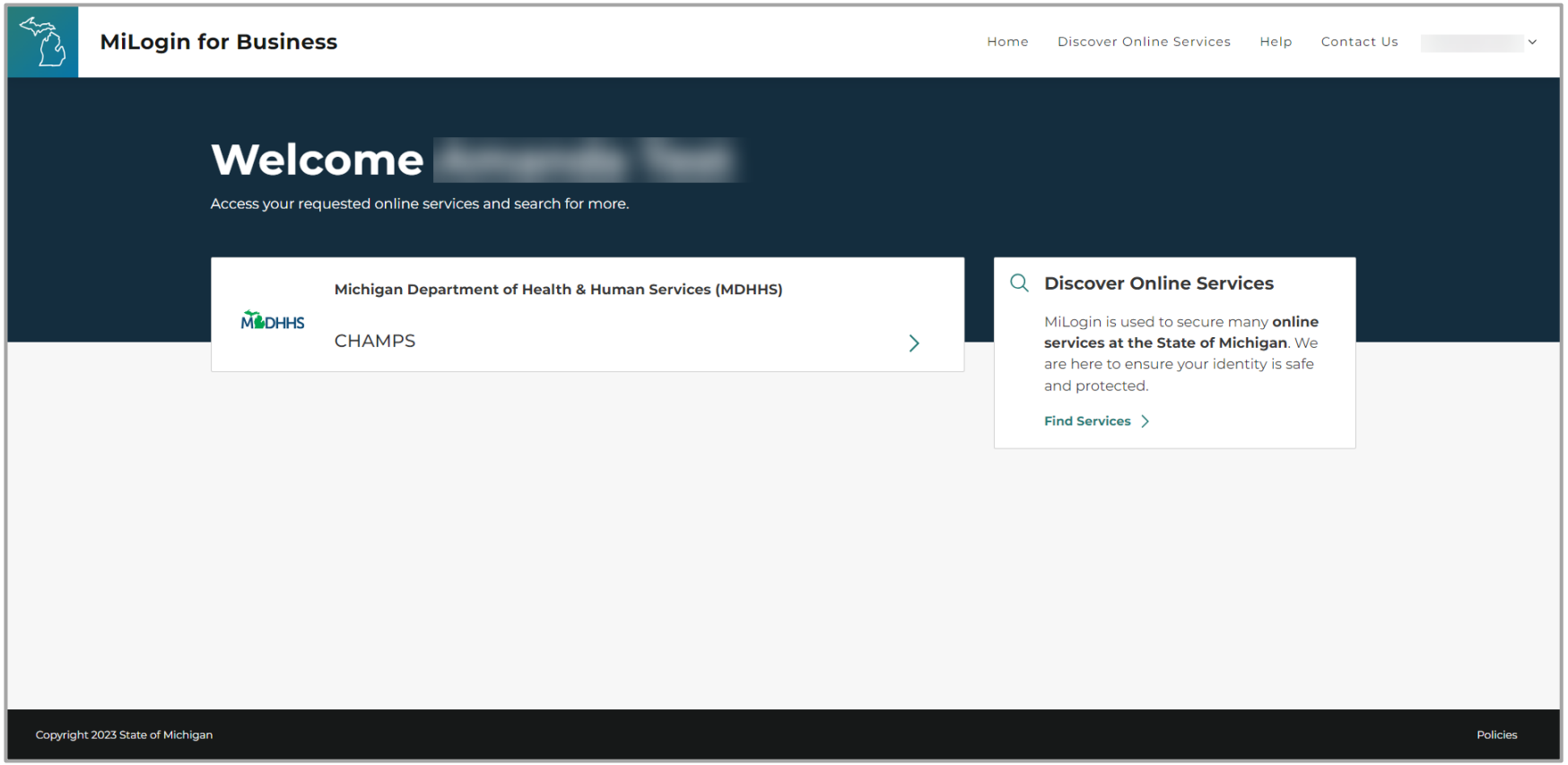
Forgot Password Instructions: Voice Call

- Once logged into MiLogin you will be directed to the MiLogin Welcome Page.
  - The user's list of online services approved will be displayed, in this example CHAMPS is listed.

For steps on accessing CHAMPS review slides 31-35.



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Text Message

Instructions on how to use the text message method to recover the MiLogin Password.

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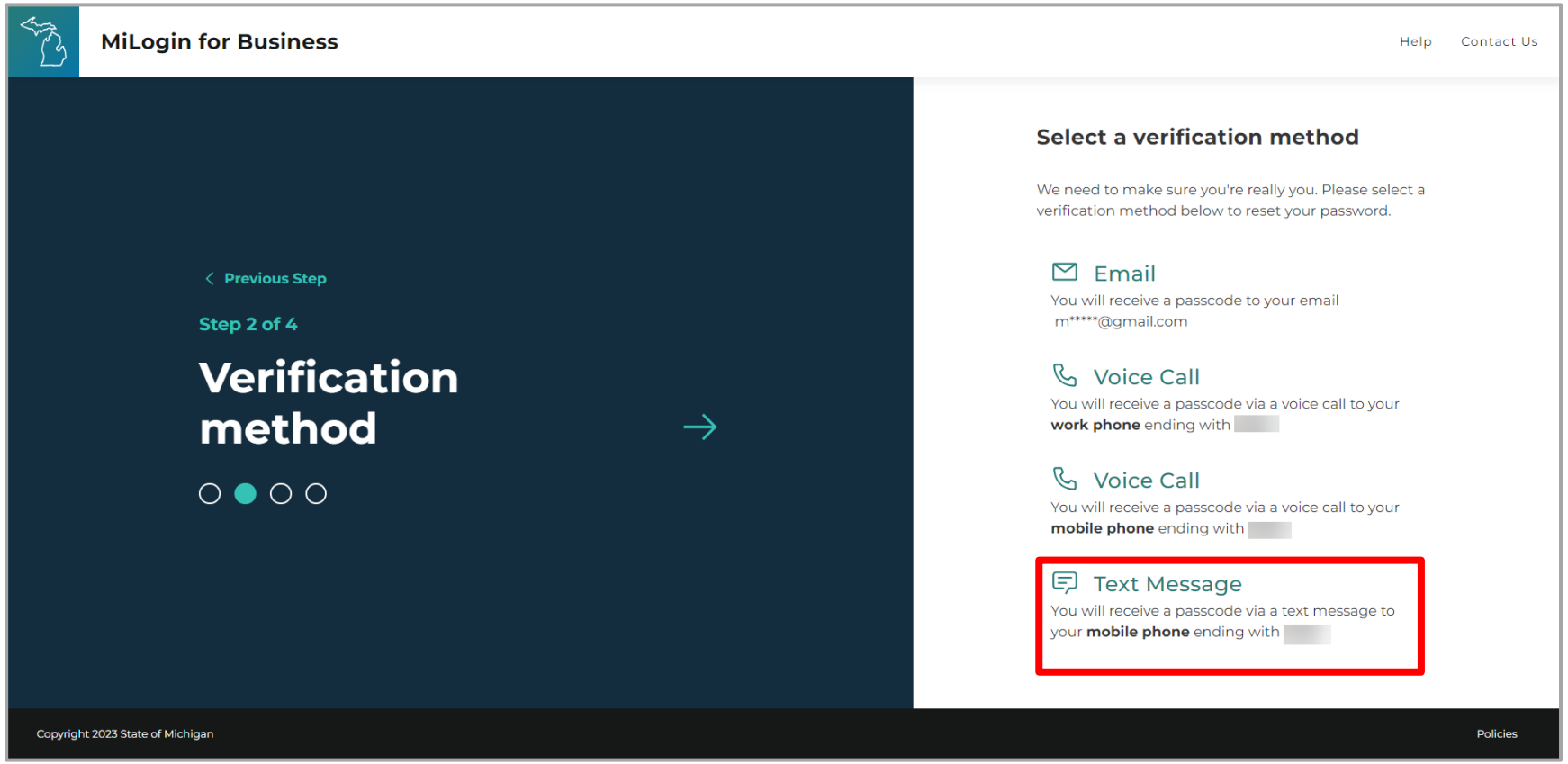
Forgot Password Instructions: Text Message

- Select the password recovery option by clicking the option hyperlink.
- This option will be displayed when a mobile number is present in the user's profile.
- After clicking on this link, users will receive a passcode via a text message on their mobile device.



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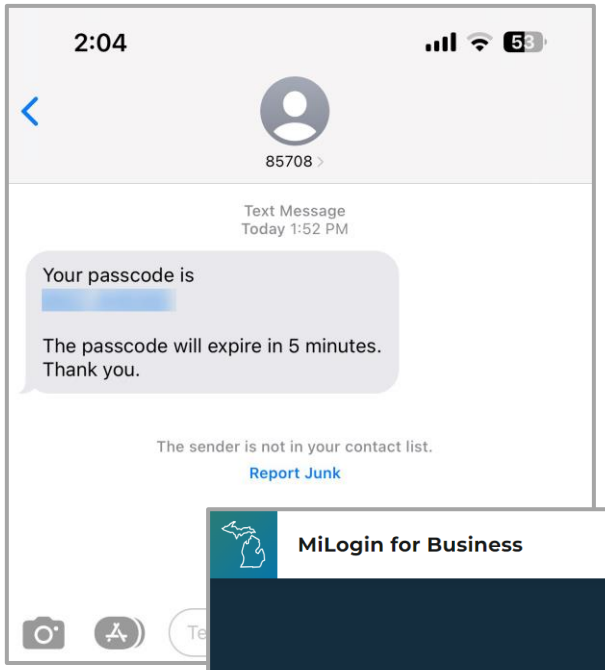
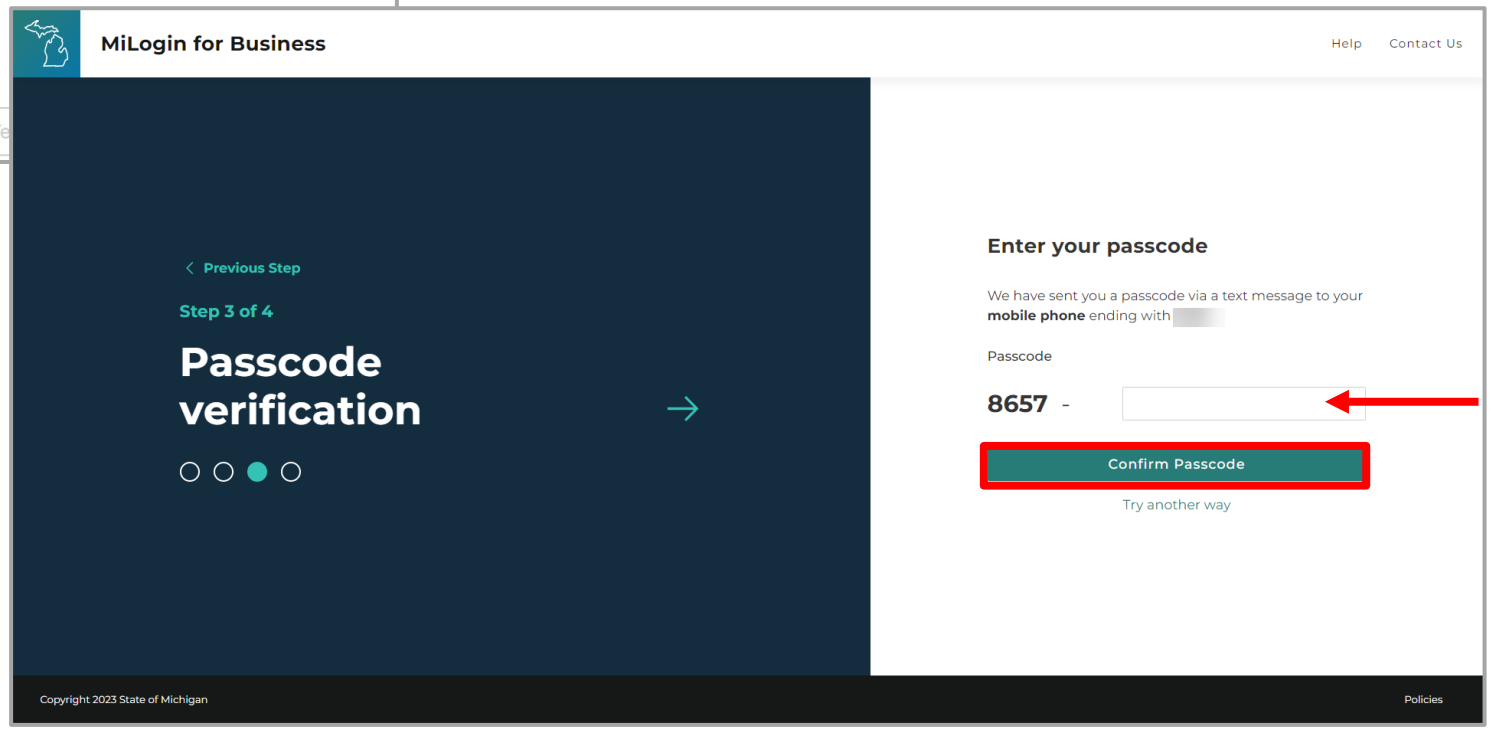
Forgot Password Instructions: Text Message

- Enter the passcode.
- Click confirm passcode.
- If users haven't received the passcode or are unable to verify the passcode, click on the "previous step" link to use a different option.





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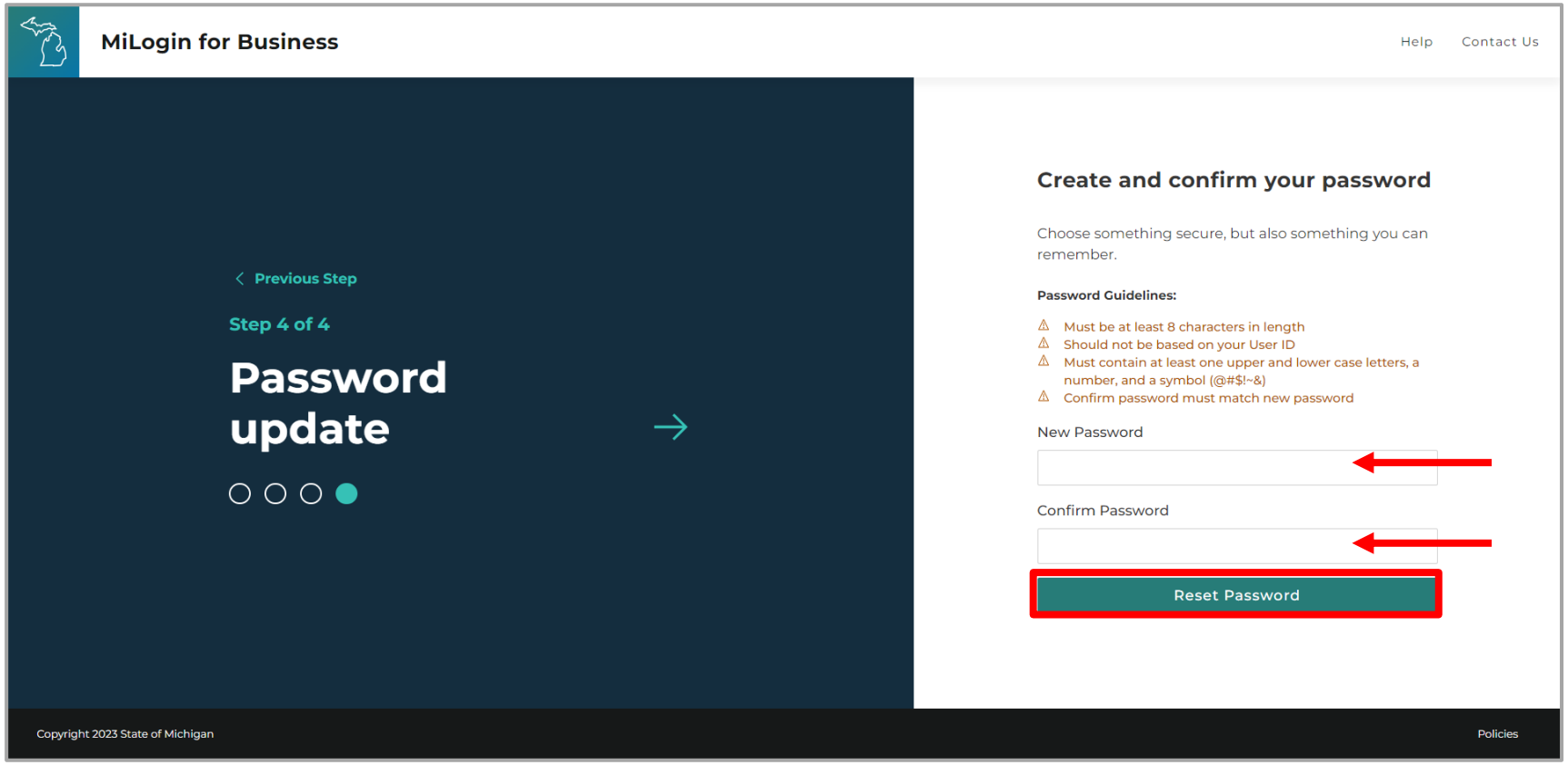
Forgot Password Instructions: Text Message

- Enter a New Password following the password guidelines.
- Enter the same password in the Confirm Password field.
- Click Reset Password.



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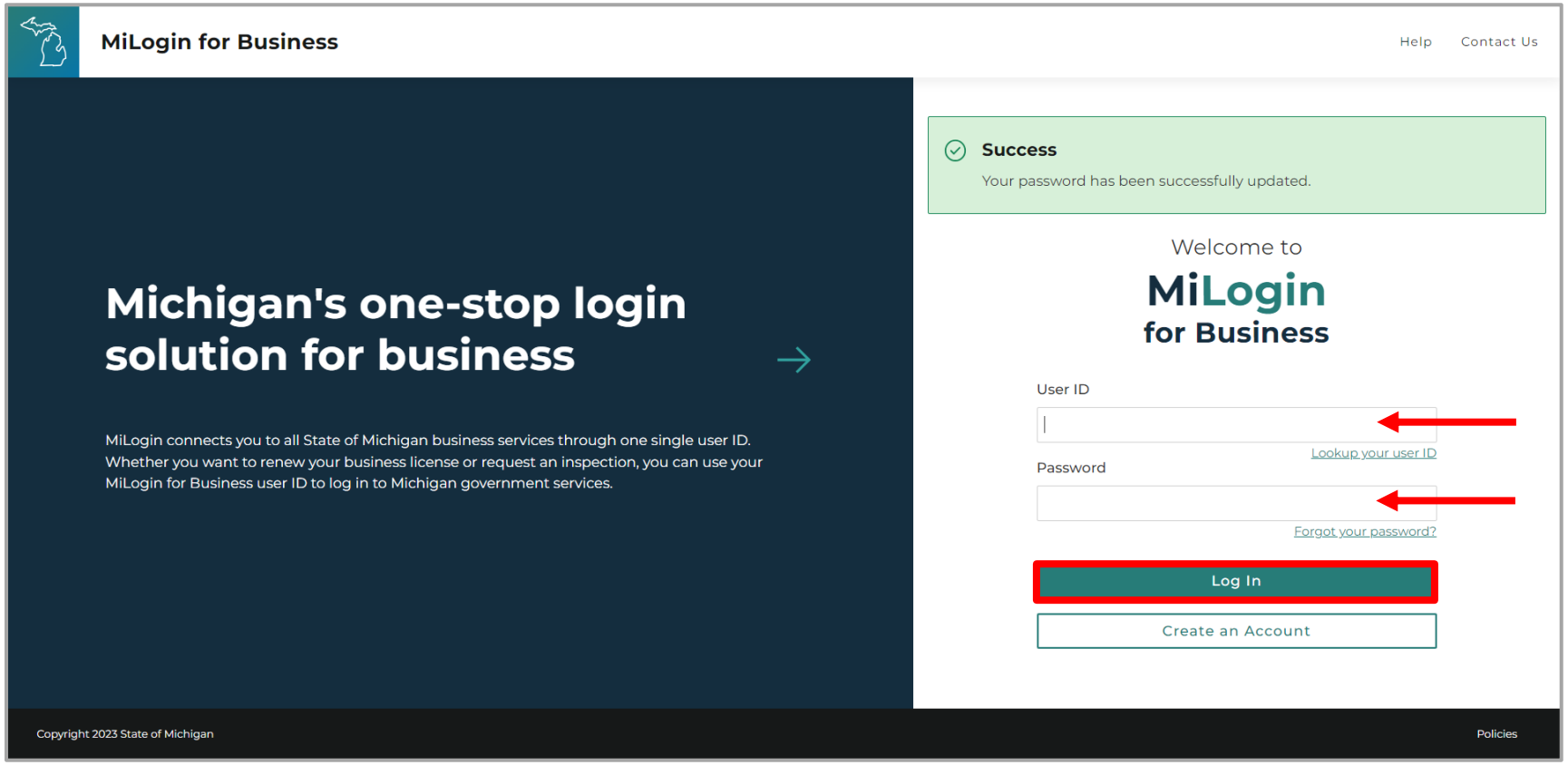
Forgot Password Instructions: Text Message

- Enter the User ID and newly created Password.
- Click Login.



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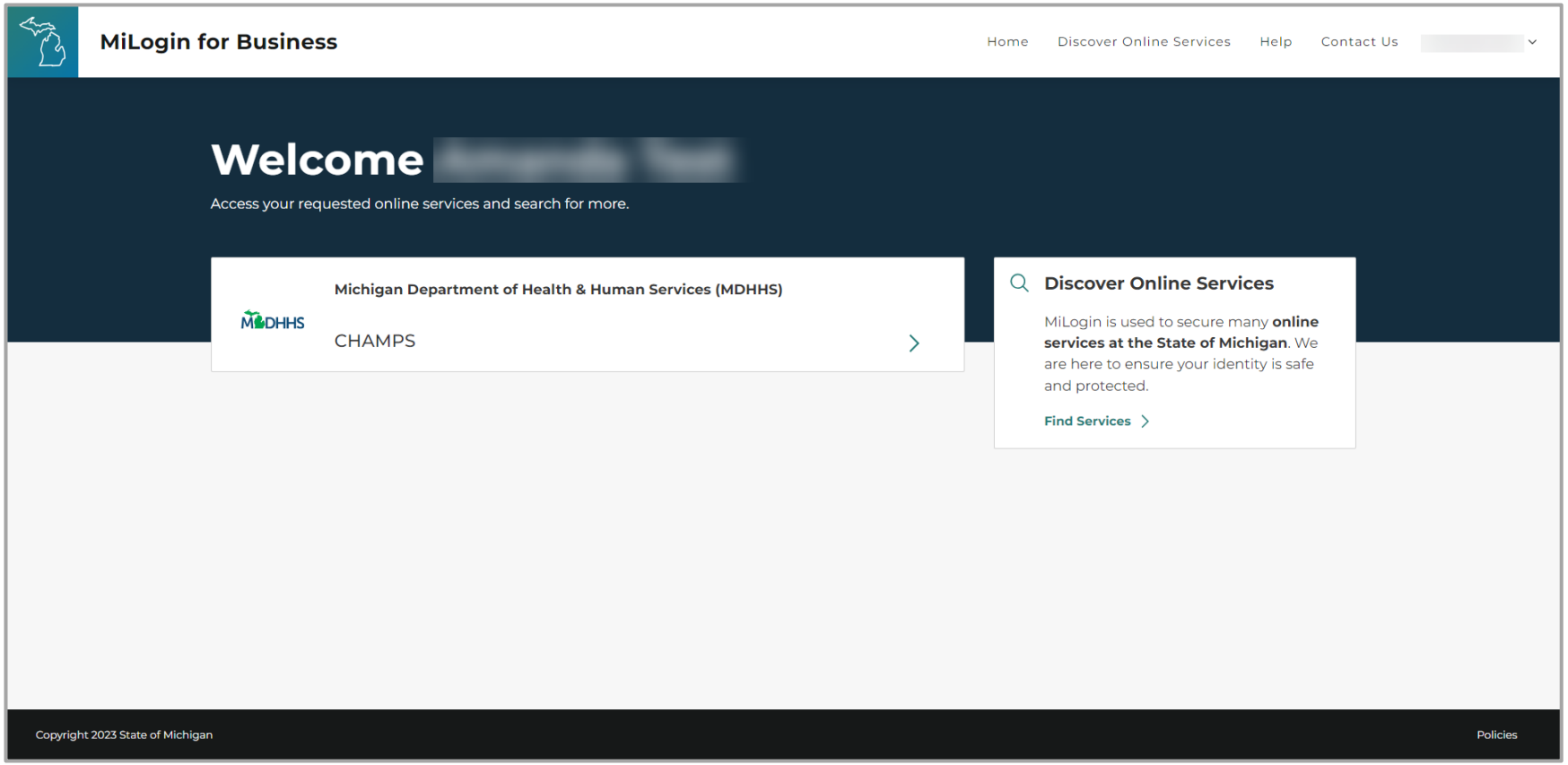
Forgot Password Instructions: Text Message

- Once logged into MiLogin you will be directed to the MiLogin Welcome Page.
  - The user's list of online services approved will be displayed, in this example CHAMPS is listed.

For steps on accessing CHAMPS review slides 31-35.



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Accessing CHAMPS

After resetting your MiLogin Password or recovering your MiLogin User ID the following slides are steps to access CHAMPS.

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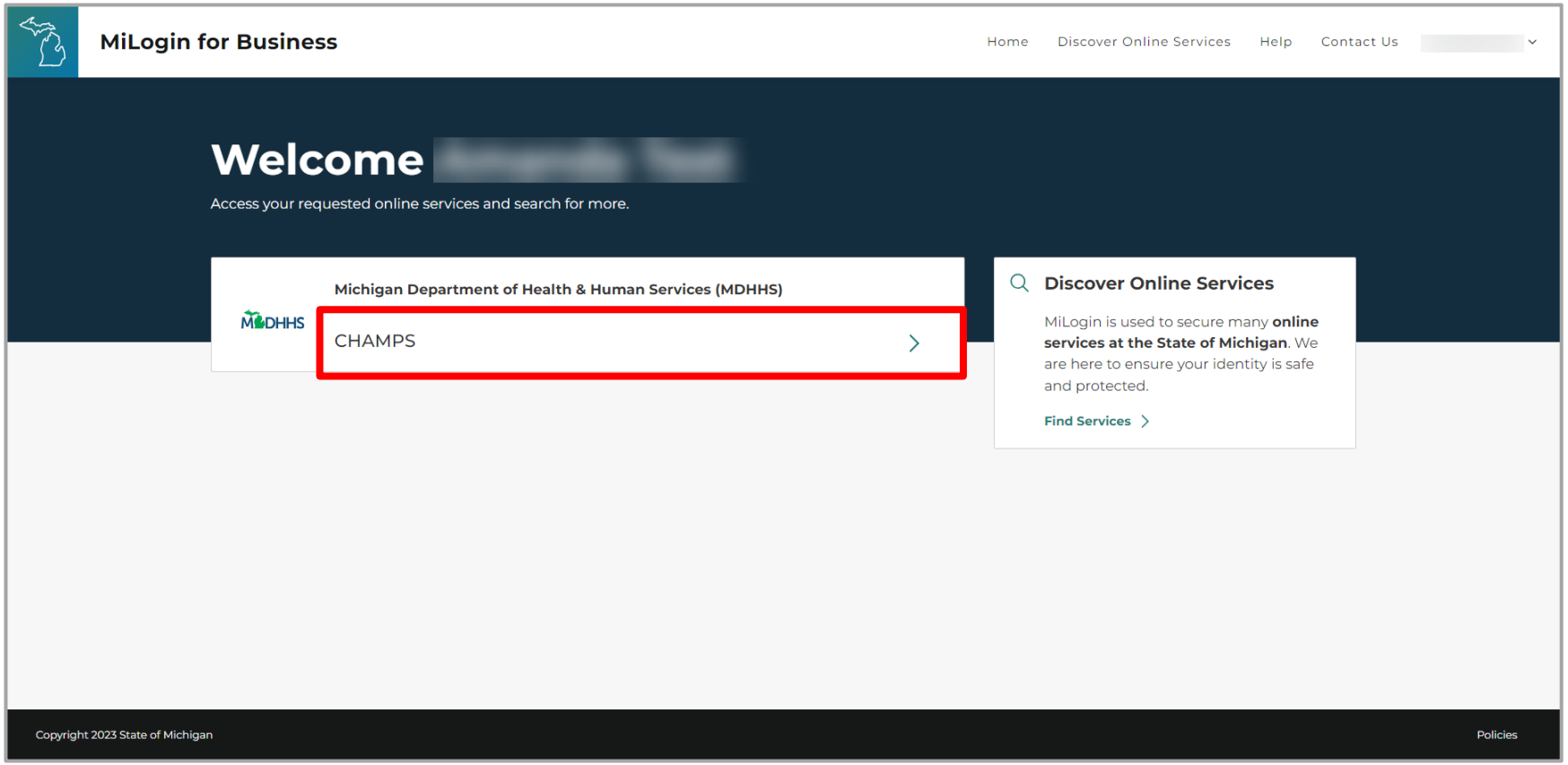
Accessing CHAMPS

- Once logged into MiLogin you will be directed to the MiLogin Welcome Page.
- Currently approved applications will display.
- Click CHAMPS.



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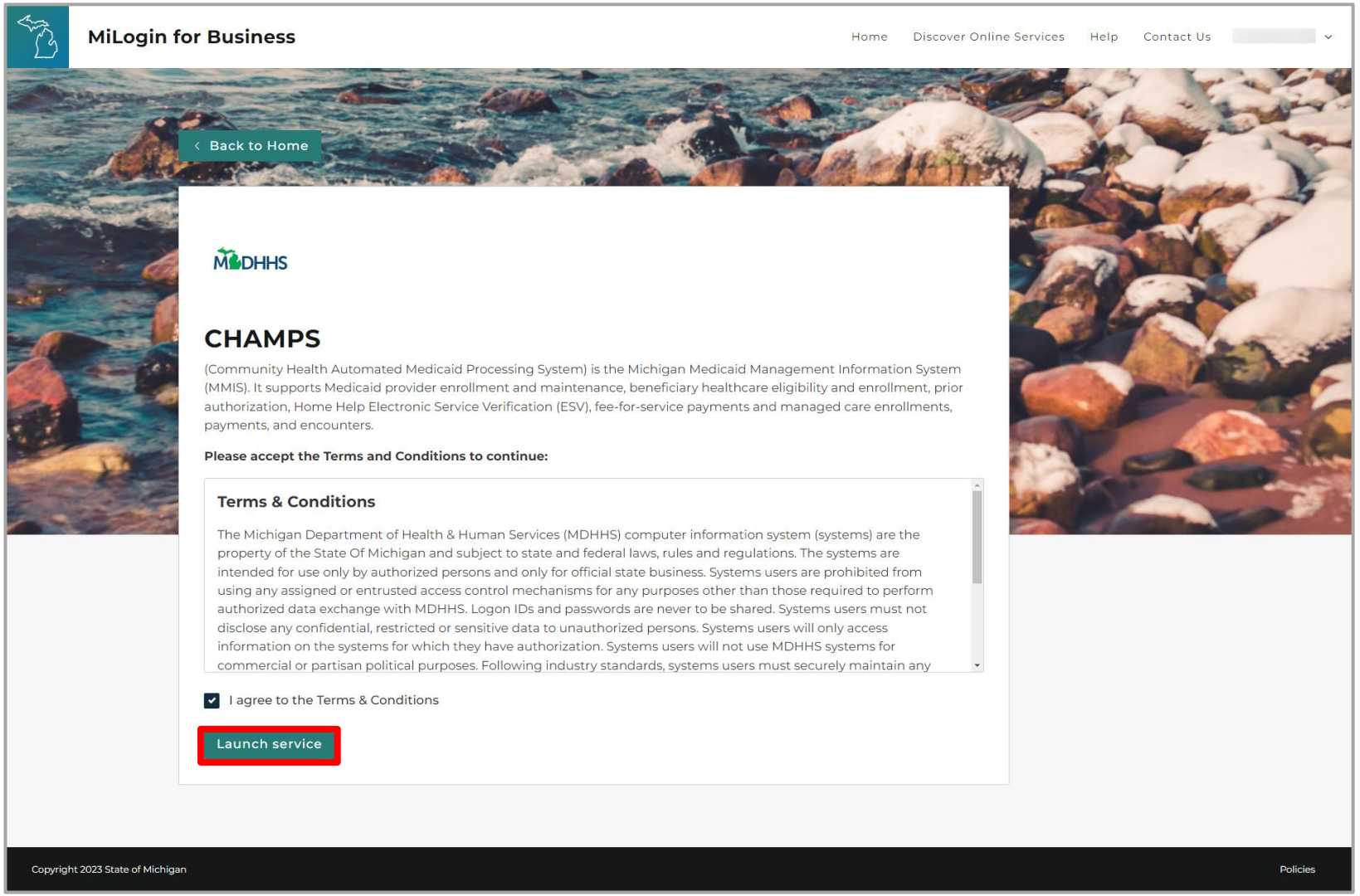
Accessing CHAMPS

- Review the terms and conditions and check the 'I agree to the terms & conditions' checkbox.
- Click Launch service.



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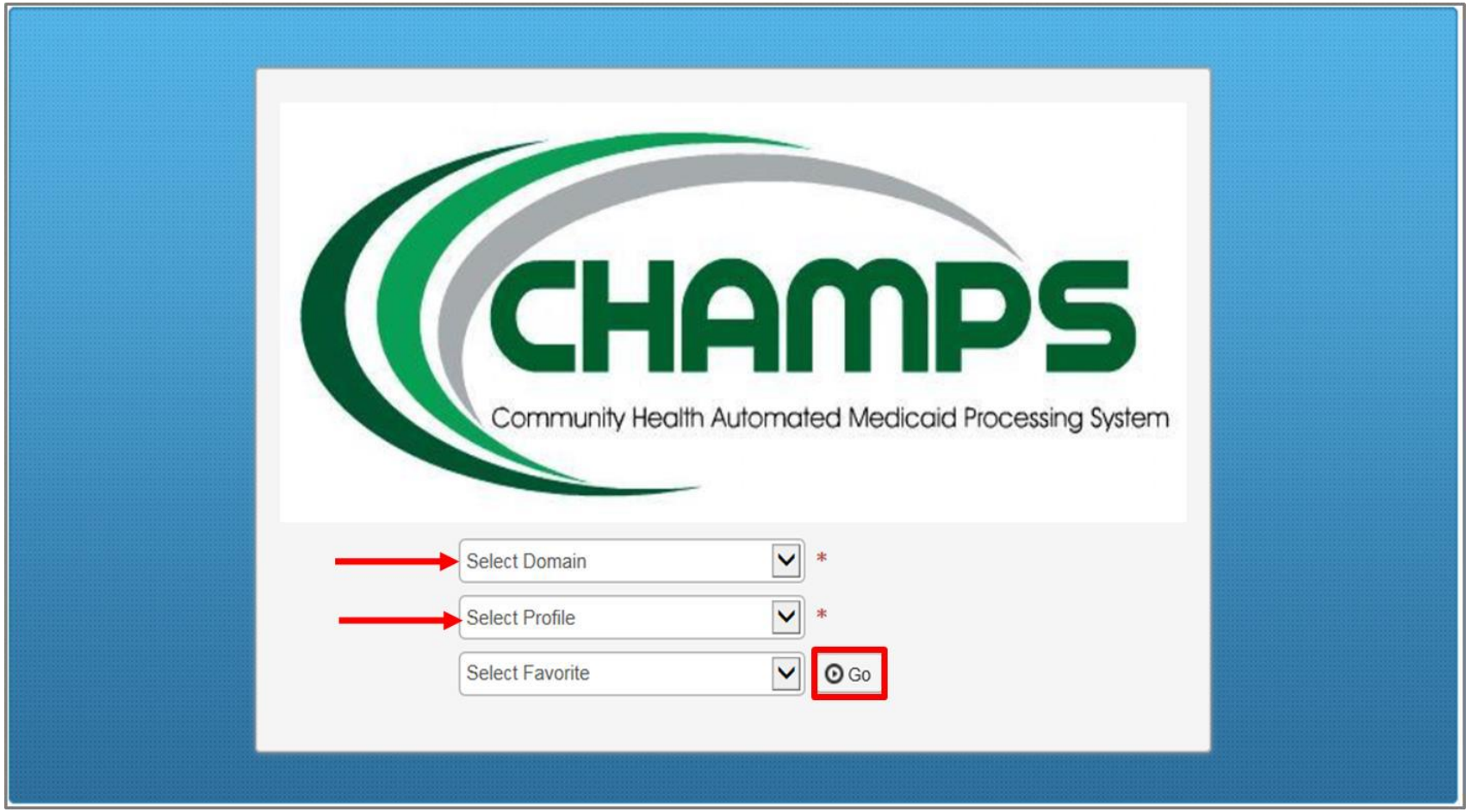
Accessing CHAMPS

- Select the Billing NPI from the Domain dropdown.
- Select the appropriate profile (for example full access, limited access, provider enrollment, etc.).
- Click Go.
  - Please Note: If there are no Domain or Profile options to select from reference Domain Administrator Functions >> Adding Users/Assigning Profiles.



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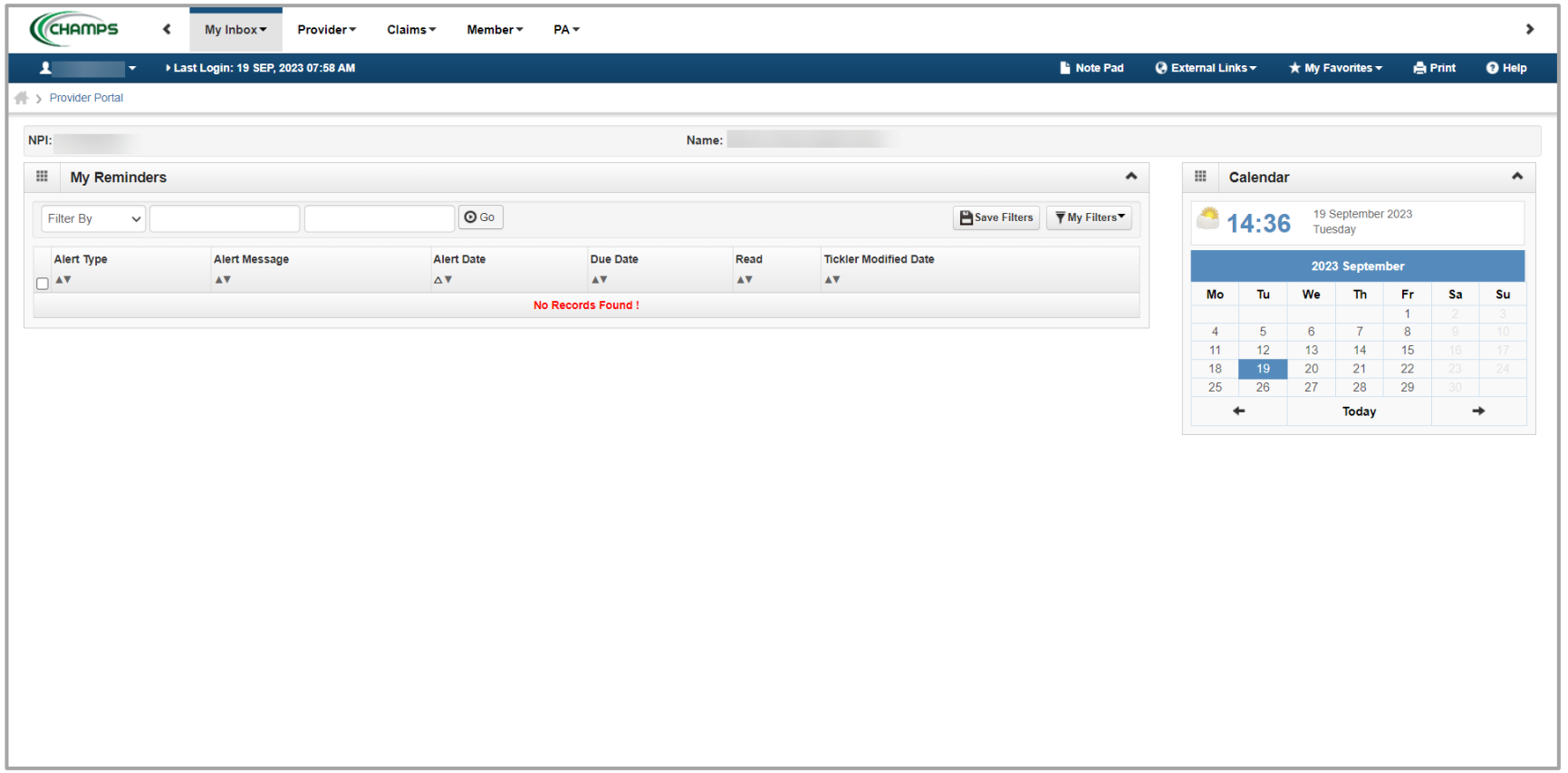
Accessing CHAMPS

- Once logged in you will be directed to the Provider Portal page.



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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