

## Provider Contact Information

### Medicaid Health Plan

- [Medicaid Health Plan Website](#)
- [List of Medicaid Health Plan Contact and Service Listing](#)

### Provider Enrollment

- [Provider Enrollment Website](#)
- 1-800-292-2550
- [ProviderEnrollment@Michigan.gov](mailto:ProviderEnrollment@Michigan.gov)

### Provider Support

- [www.Michigan.gov/MedicaidProviders](http://www.Michigan.gov/MedicaidProviders)
- 1-800-292-2550
- [ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov)

## Third Party Liability or Other Insurance

Federal regulations require state Medicaid agencies to identify other (third party) payers that may be available to pay for the care and services provided to Medicaid beneficiaries and ensure that Medicaid pays secondary to those payers.

- ◆ [Third Party Liability \(TPL\) Coordination of Benefits](#)
- ◆ [Additional eligibility resources](#)

## Beneficiary Contact Information

### Beneficiary Hotline

- 1-800-642-3195

### MI Enrolls

- 1-888-367-6557

### MI Bridges

- [www.Michigan.gov/mibridges](http://www.Michigan.gov/mibridges)

## Additional Resources

- [Doula Initiative Website](#)
- [CHAMPS Website](#)
- [Training Website](#)
- [Provider Alerts](#)
- Sign up for [Listserv](#)

## Medicaid Guide for Doula Providers

New to Michigan Medicaid? Follow the below steps to register for access to the Community Health Automated Medicaid Processing System, CHAMPS and start billing.

### Step 1. [Complete an MDHHS Doula Registry Application](#)

### Step 2. Register for MILogin and Request CHAMPS Access

- ◆ [MILogin and CHAMPS access](#)
- ◆ CHAMPS Provider Enrollment Doula Instructions- [PDF](#)
- ◆ Doulas providing services to [Medicaid Health Plan](#) members must become credentialed with **each** Medicaid Health Plan.

### Step 3. Verify the Beneficiary or Patient Eligibility

Check beneficiary eligibility: Reference [Eligibility Inquiry](#) (review page 7-8 for steps on identifying other insurance)

- ◆ What is covered >> [Benefit Plan & Service Type Codes Table](#)

Is your patient in a Health Plan? Make sure you are contracted with the [Medicaid Health Plan](#)

Michigan Medicaid eligibility policy >> [Michigan Medicaid Provider Manual](#) >> Coordination of Benefits

- ◆ Providers must investigate and report the existence of other insurance or liability to Medicaid and must utilize other payment sources to their fullest extent prior to filing a claim with MDHHS.

### Step 4. Verify Code Coverage and Restrictions

Is the code covered? Access the Medicaid Code and Rate Reference Tool >> [External Links Quick Reference](#)

- ◆ [Medicaid Doula Fee Screen](#)

### Step 5. Submit or Bill the Claim

How to submit a claim in CHAMPS via Direct Data Entry (DDE) [Professional](#)

- ◆ [Other Insurance Reporting Requirements](#)

Electronically:

- ◆ [Submitting Claim Files Electronically](#)
- ◆ Other/Primary Insurance: Loop 2320 to report the payer and CARC code(s).
- ◆ Providers billing to a [Medicaid Health Plan](#) need to contact the MHP for billing guidance.

### Step 6. Payment/RA/ERA

- ◆ How to status a claim >> [Claim Status Instructions](#)
- ◆ How to locate a paper Remittance Advice (RA) >> [Retrieving a Medicaid Paper RA](#)
- ◆ How to locate the Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC) explanation >> [External Links Quick Reference](#)