

CHAMPS Reference: How to status claims

This serves as a reminder of current Medicaid Policy as outlined in the [Medicaid Provider Manual](#), in both the Billing & Reimbursement for Professionals and Billing & Reimbursement for Institutional Providers, Section Remittance Advice:

“A Remittance Advice (RA) is produced to inform providers about the status of their claims. RAs are available in paper and electronic formats, and utilize the HIPAA-compliant national standard claim adjustment group codes, claim adjustment reason codes, and remarks codes, as well as adjustment reason codes, to report claim status. Code definitions are available from the Washington Publishing Company.”

It is a provider’s responsibility to review the claim adjustment reason codes (CARC) and remittance advice remark codes (RARC) on their RA to determine why a claim(s) denied or paid.

A complete listing of the CARC and RARC Codes can be found on the Washington Publishing Company website at <http://www.wpc-edi.com/reference/>.

If you need assistance in navigating your remittance advice or CHAMPS to locate the information please call 1-800-292-2550 or email ProviderSupport@Michigan.gov.

MDHHS encourages providers to send claims electronically. Claims can be submitted via, File Transfer Service (FTS), Direct Data Entry (DDE) or Batch upload through the Community Health Automated Medicaid Processing System (CHAMPS). Electronic filing is more cost effective, more accurate, payment is received more quickly, and administrative functions can be automated.

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CHAMPS Claim Status Tips:

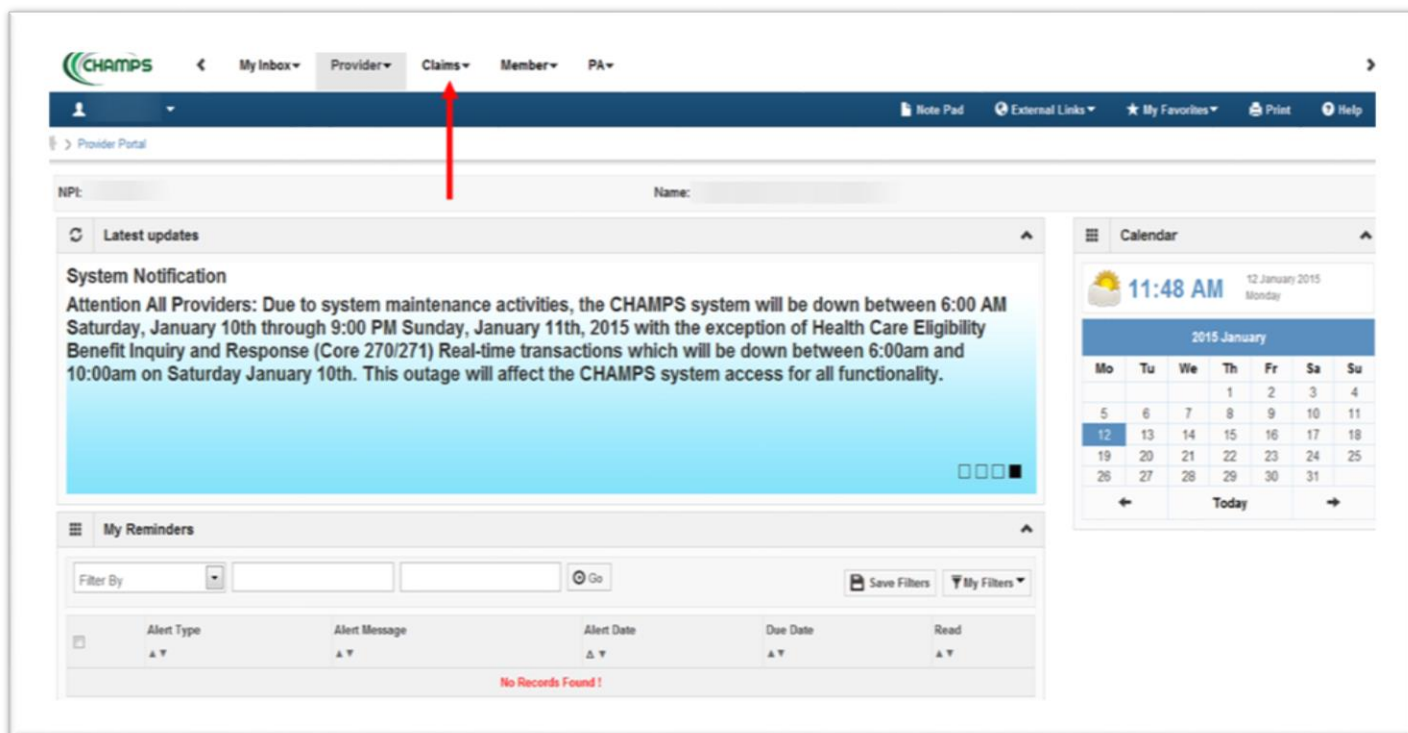
- Providers are able to view transactions submitted under the Billing NPI they are logged into CHAMPS with.
- When using the **Filter By** drop down menu, the percent sign (%) acts as a wildcard. It can be used in combination with search criteria or by itself. The wildcard does not work within the first **Filter By** drop down menu.
- Use the **Cancel** button to close out of a window. **DO NOT** click the **X** to exit the page.

How to Status a Claim in CHAMPS:

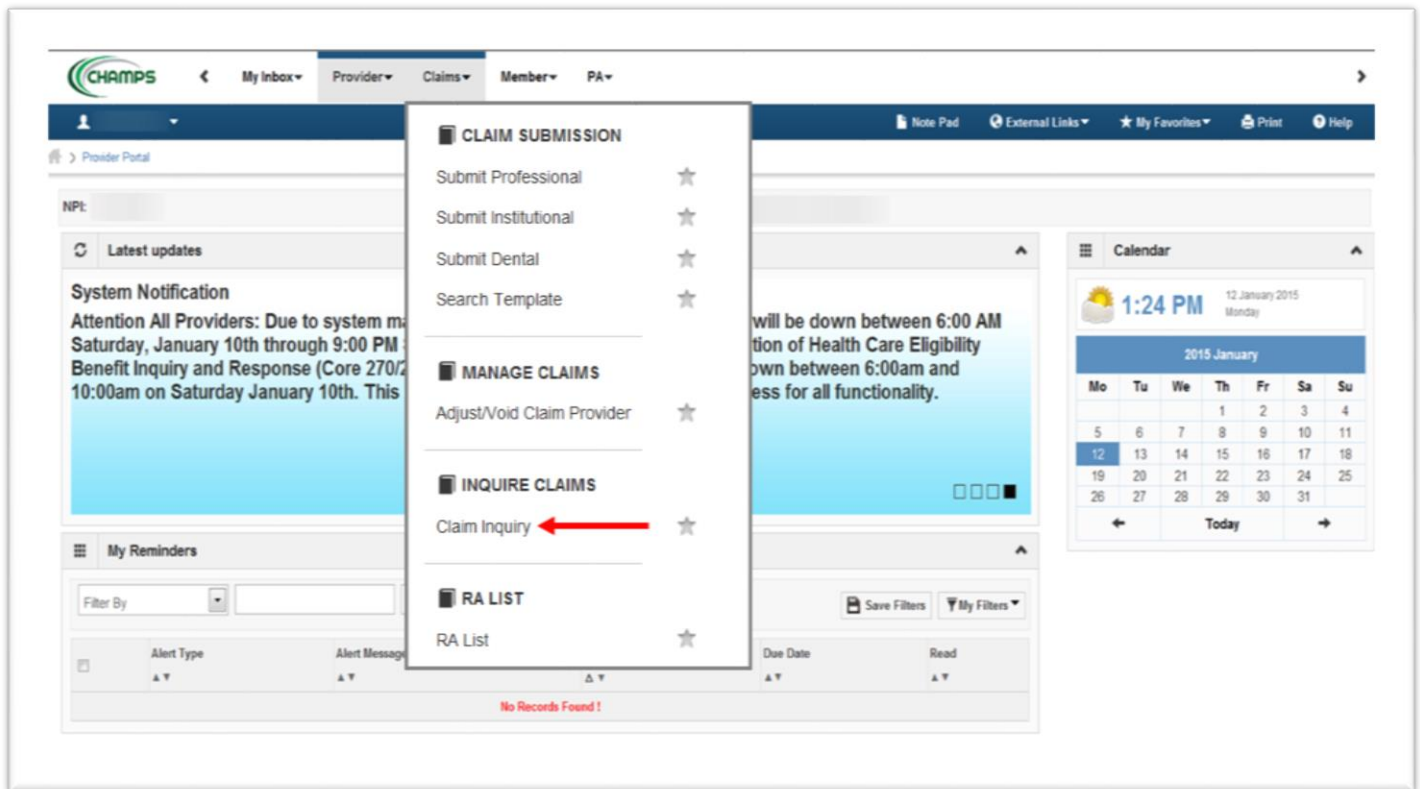
Step 1: Access CHAMPS using MILogin.

Step 2: Select appropriate Billing NPI used at time of claim submission. Choose one of the available profiles: **CHAMPS Full Access**, **CHAMPS Limited Access** or **Claims Access**.

Step 3: Click the Claims Tab.



Step 4: Select the Claim Inquiry option.



Step 5: To locate claims, select specific criteria in the **Filter By** drop down menu(s).

- a. **Most common filters used:** Specific TCN or From/To Dates, Beneficiary ID, Reason code with %, Remark code with %.
- b. When using the **Filter By** drop down menu, the percent sign (%) acts as a wildcard. It can be used in combination with search criteria or by itself. The wildcard does not work within the first **Filter By** drop down menu.

Step 6: If appropriate, update the **Last 6 Months** filter if date of service is beyond 6 months as the default will remain Last 6 months unless changed.

Step 7: Then click **GO**.

The screenshot shows the CHAMPS 'Inquire Claim' page. The 'Filter By' dropdown menu is open, displaying a list of filter criteria. The 'GO' button is highlighted with a red arrow, indicating the next step in the process.

Step 8: CHAMPS will return claims based on the criteria entered in the **Filter By** drop down menu. At the bottom of the page, you have the option to Save to XLS - Excel spreadsheet (see step 9), View the page count and the next pages of claims if applicable.

The screenshot shows the CHAMPS 'Inquire Claim' page with a table of claims. The 'GO' button and 'Save To XLS' button are highlighted with red arrows. The table includes columns for TCN, From Date, To Date, Submitted Charges, Claim Status, Approved Amount, Pay Cycle Date, Beneficiary ID, and Reason Code.

TCN	From Date	To Date	Submitted Charges	Claim Status	Approved Amount	Pay Cycle Date	Beneficiary ID	Reason Code
31- 2000	05/22/2013	05/22/2013	\$72.00	Paid	\$40.01	06/20/2013	00: 7	
31- 6000	01/25/2013	01/27/2013	\$15,539.73	Paid	\$0.00	06/20/2013	00: 3	142, 18, 3
31- 1000	05/20/2013	05/20/2013	\$27.00	Denied	\$0.00	06/13/2013	11: 1	6
31- 3000	03/11/2013	03/11/2013	\$78.00	Paid	\$41.92	06/20/2013	00: 3	
31- 9000	05/22/2013	05/22/2013	\$895.00	Paid	\$70.12	06/20/2013	11: 4	
31- 6000	05/22/2013	05/22/2013	\$114.00	Paid	\$7.00	06/20/2013	11: 7	23
31- 0000	05/26/2013	05/27/2013	\$15,487.36	Adjusted	\$2,570.52	06/20/2013	10: 15	140, 18
31- 4000	05/22/2013	05/22/2013	\$69.00	Paid	\$51.65	06/20/2013	00: 15	3
31- 8000	05/22/2013	05/22/2013	\$908.00	Paid	\$222.14	06/20/2013	00: 10	16,3
31- 7000	05/22/2013	05/22/2013	\$614.00	Paid	\$102.71	06/20/2013	00: 13	3

Step 9: When claims are returned, you have the option of opening or saving the claims to an Excel spreadsheet.

The screenshot shows the CHAMPS Provider Portal interface. A 'File Download' dialog box is open, asking 'Do you want to open or save this file?'. The file name is 'pgInquireClaimsProviderList.xls', the type is 'Microsoft Excel 97-2003 Worksheet', and it is from 'sson01.mdch.state.mi.us'. A red arrow points to the 'Save' button. The background shows a table of claims with columns for TCN, From Date, To Date, Submitted, Claim Stat, Approved / Pay Cycle, and Beneficiary I/Reason Code.

Step 10: This shows an example of claims saved to an Excel spreadsheet

TCN	From Date	To Date	Submitted	Claim Stat	Approved / Pay Cycle	Beneficiary I/Reason Code
21	06/04/2013	06/04/2013	\$1,400.00	Denied	\$0.00	08/07/2014 16, 16, 23, 29, 45
31	06/04/2013	06/04/2013	\$1,400.00	Paid	\$218.56	10/22/2014 16, 45, 23, 29, 45
31	01/03/2013	01/03/2013	\$93.00	Paid	\$0.00	01/31/2013 125, 22, 45, 3, 45
31	01/14/2013	01/14/2013	\$120.00	Paid	\$34.07	01/31/2013 125
31	01/16/2013	01/16/2013	\$185.00	Denied	\$0.00	02/28/2013 125, 18, B5
31	01/07/2013	01/07/2013	\$290.00	Paid	\$20.00	02/07/2013 125, 140, 45, 45
31	01/22/2013	01/22/2013	\$335.00	Denied	\$0.00	01/31/2013 125, 24
31	01/16/2013	01/16/2013	\$185.00	Paid	\$70.31	02/21/2013 125, B5
31	01/17/2013	01/17/2013	\$300.00	Paid	\$74.26	03/07/2013 125, 22, 22, 3, 45, B5
31	01/22/2013	01/22/2013	\$165.00	Paid	\$50.31	02/21/2013 125, 22, 45, 23, 45
31	01/29/2013	01/29/2013	\$185.00	Paid	\$0.00	04/04/2013 125, 22, 45, 22, 3, 45
31	02/05/2013	02/05/2013	\$300.00	Paid	\$25.95	03/07/2013 125, 22, 45, 22, 45
31	01/08/2013	01/08/2013	\$208.00	Paid	\$20.00	04/04/2013 125, 22, 45, 22, 45
31	02/20/2013	02/20/2013	\$185.00	Void	\$70.31	03/07/2013 125
31	02/12/2013	02/12/2013	\$120.00	Paid	\$0.00	03/07/2013 125, 45, 45
31	02/13/2013	02/13/2013	\$165.00	Paid	\$0.00	04/04/2013 125, 22, 45, 3, 45, B5
31	03/04/2013	03/04/2013	\$185.00	Denied	\$0.00	04/11/2013 125, 22, B5
31	02/14/2013	02/14/2013	\$185.00	Paid	\$20.00	03/21/2013 125, 22, 45, 23, 45
31	01/17/2013	01/17/2013	\$20.00	Paid	\$20.00	04/18/2013 125, 22, 22
31	01/14/2013	01/14/2013	\$185.00	Paid	\$70.31	05/09/2013 125, 22, 22, 45, B5
31	01/10/2013	01/10/2013	\$1,400.00	Paid	\$218.80	03/28/2013 125, 22, 45, 23, 45
31	02/26/2013	02/26/2013	\$93.00	Paid	\$0.00	03/28/2013 125, 22, 45, 3, 45
31	03/07/2013	03/07/2013	\$165.00	Paid	\$0.00	04/18/2013 125, 45, 45, B5
31	03/26/2013	03/26/2013	\$185.00	Denied	\$0.00	04/04/2013 125, 24, B5
31	03/27/2013	03/27/2013	\$253.00	Paid	\$64.81	04/11/2013 125, 3
31	03/21/2013	03/21/2013	\$165.00	Denied	\$0.00	06/27/2013 125, 22, 45, B5
31	04/01/2013	04/01/2013	\$188.00	Denied	\$0.00	04/18/2013 125, 45, B7
31	04/01/2013	04/01/2013	\$188.00	Denied	\$0.00	04/18/2013 125, 45, B7
31	03/26/2013	03/26/2013	\$300.00	Paid	\$62.67	06/20/2013 125, 45, 22, 45
31	04/10/2013	04/10/2013	\$208.00	Paid	\$87.54	06/27/2013 125, 22, 22, 45
31	04/16/2013	04/16/2013	\$185.00	Paid	\$68.31	05/02/2013 125, 3
31	04/08/2013	04/08/2013	\$185.00	Paid	\$20.00	07/03/2013 125, 22, 45, 45, B5
31	04/08/2013	04/08/2013	\$185.00	Paid	\$70.31	07/03/2013 125, 22, 22, 45
31	02/18/2013	02/18/2013	\$120.00	Paid	\$0.00	05/09/2013 125, 22, 45, 45
31	02/21/2013	02/21/2013	\$93.00	Paid	\$0.00	05/09/2013 125, 22, 45, 45
31	04/16/2013	04/16/2013	\$165.00	Paid	\$0.00	07/03/2013 125, 22, 45, 3, 45, B5
31	01/17/2013	01/17/2013	\$280.00	Paid	\$38.62	05/16/2013 125, 22, 45, 23, 45
31	04/15/2013	04/15/2013	\$165.00	Paid	\$0.00	05/23/2013 125, 22, 45, 3, 45
31	01/10/2013	01/10/2013	\$93.00	Deni	\$38.16	05/23/2013 125

To View Claim Details:

Step 1: Click on the **Transaction Control Number (TCN)** hyperlink.

Step 2: System displays **Claim Header Detail** information.

Step 3: Click the **Service Lines** icon to display ServiceLine List or select this criteria from the Show drop down menu in the upper right hand corner of the screen if desired.

- a. Select the service line TCN to view line item details.
- b. Select the **Next** or **Previous** button to view details of the next or pervious line item.
- c. Select **Cancel** to the Service Line List page.

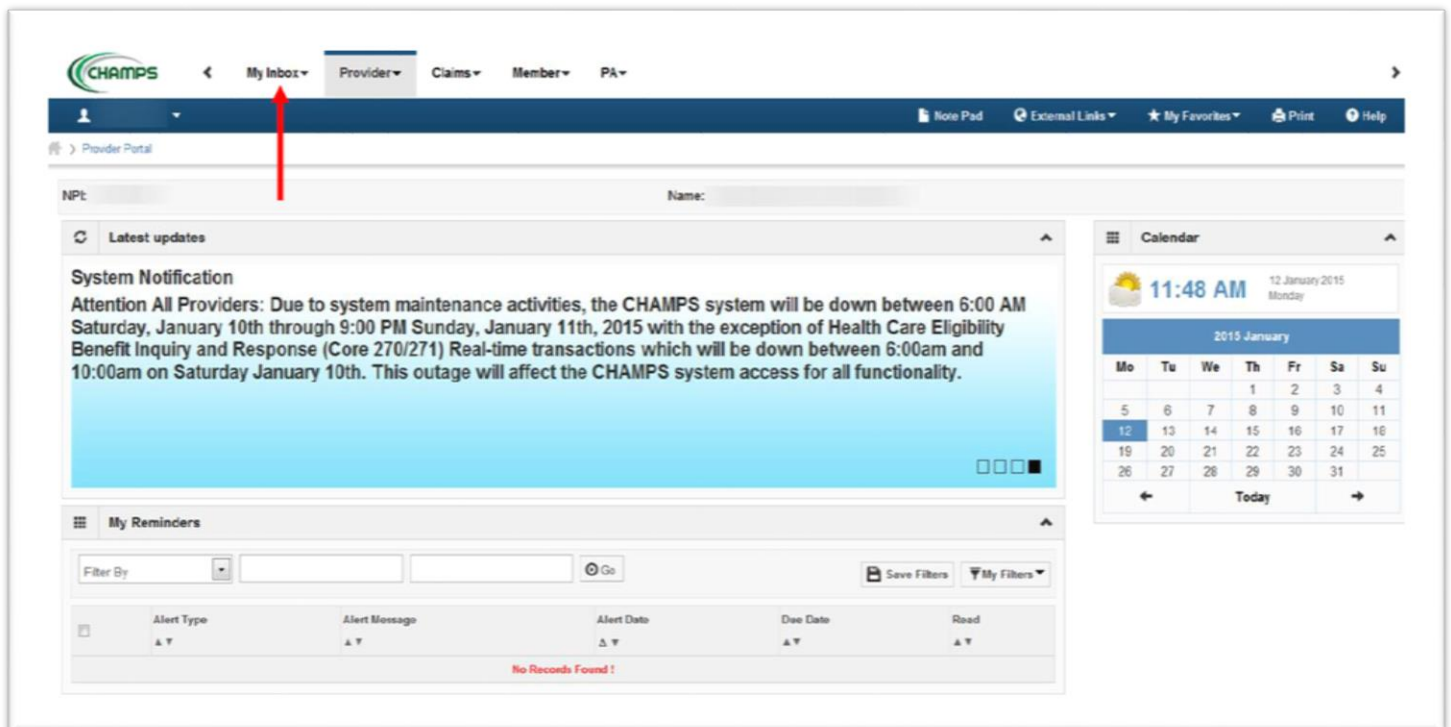
Step 4: Select criteria from the **Show** drop down menu at the top right of the screen to view additional claim information.

How to Locate a Remittance Advice (RA) in CHAMPS:

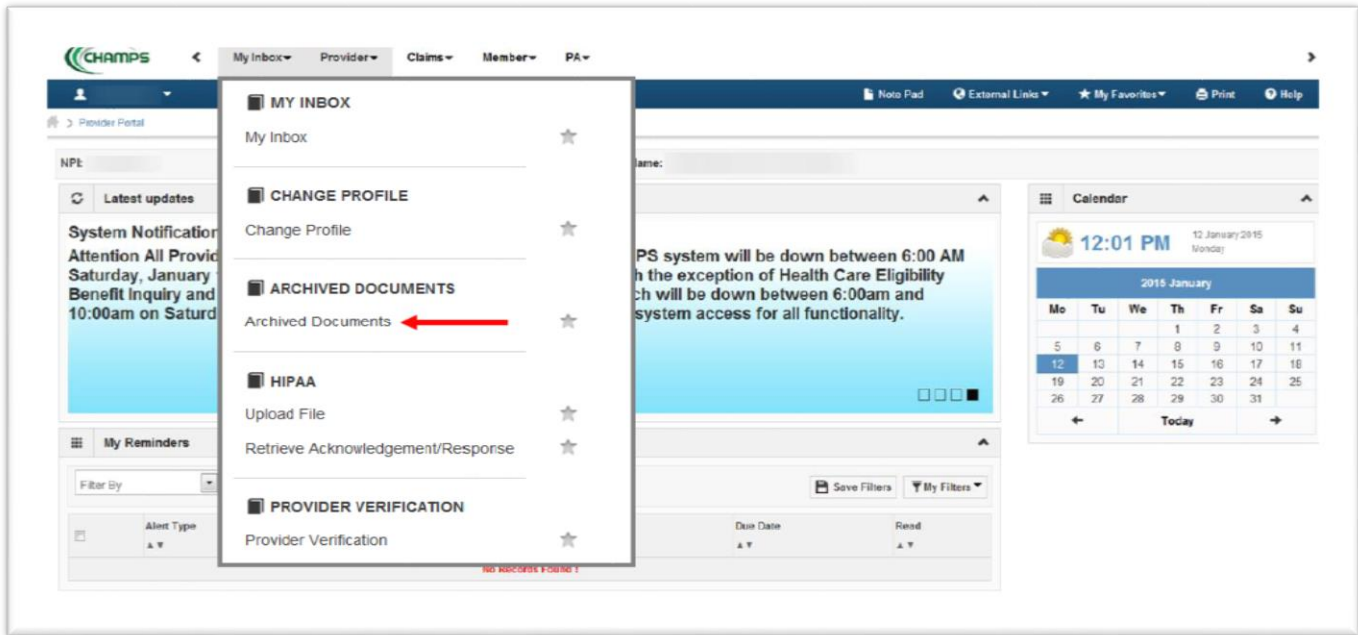
Step 1: Access CHAMPS using MILogin.

Step 2: Select appropriate billing NPI for claim submission and select one of the following profiles: **CHAMPS Full Access, CHAMPS Limited Access** or **Claims Access**.

Step 3: Click the My Inbox Tab

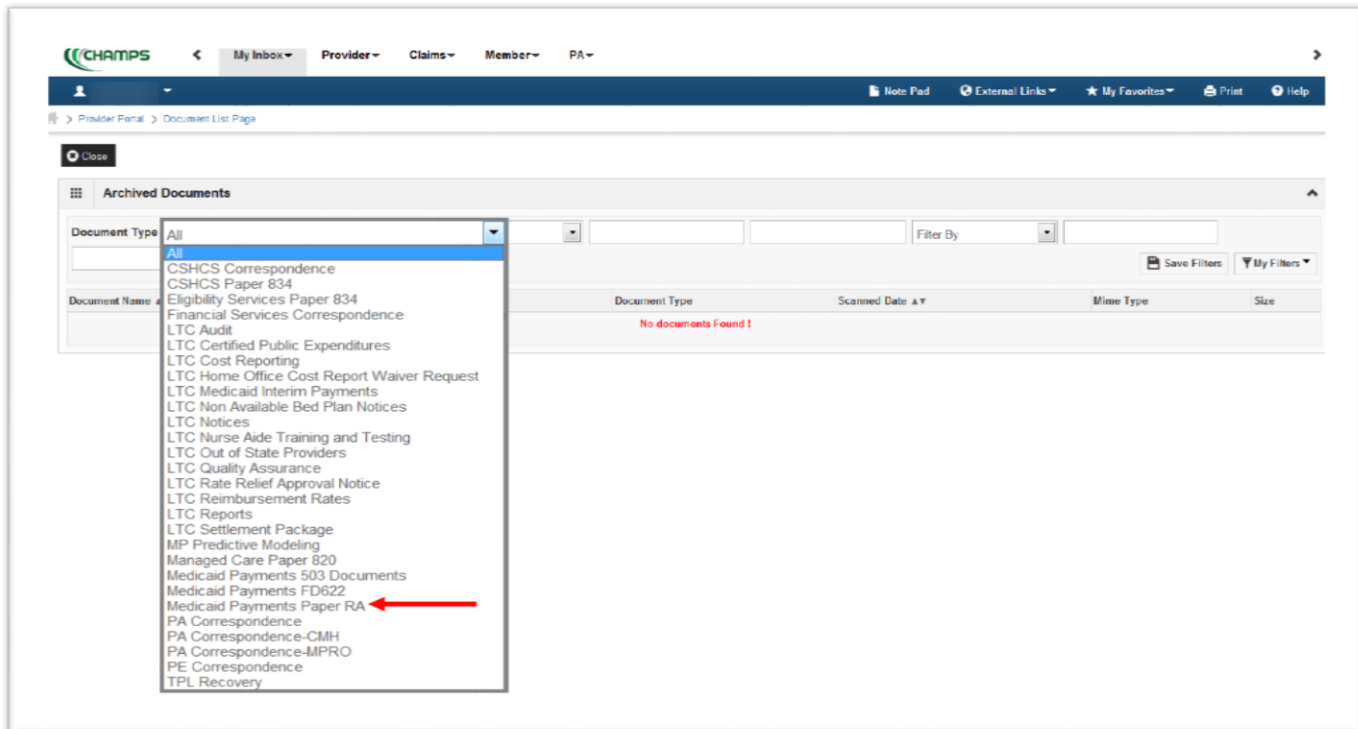


Step 4: Select the Archived Documents option.



Step 5: Select a document type from the drop down menu. (Select Medicaid Payments Paper RA to access the paper remittance advice)

Step 6: Click GO

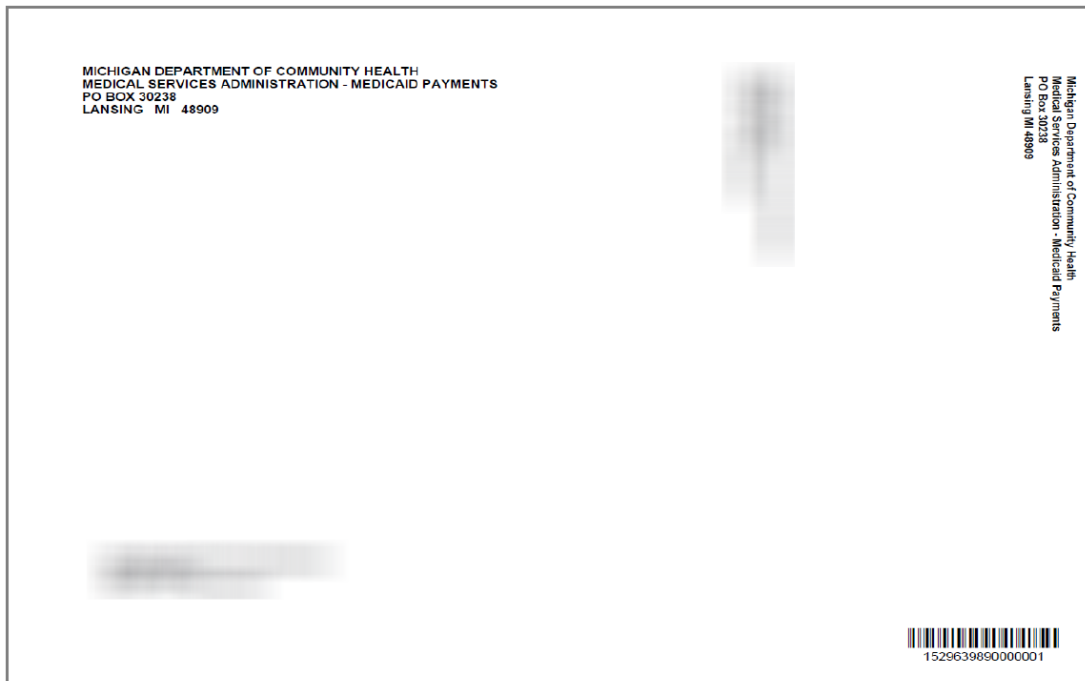


Step 7: Click the Paper RA hyperlink to access the paper RA.

The screenshot shows the CHAMPS Provider Portal interface. At the top, there are navigation tabs for 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. Below this is a header with 'Note Pad', 'External Links', 'My Favorites', 'Print', and 'Help'. The main content area is titled 'Archived Documents' and includes a filter section for 'Document Type' (set to 'Medicaid Payments Paper RA') and 'Filter By'. A table below lists various documents, with the first row's 'Paper RA' link highlighted by a red arrow.


Document Name	Beneficiary ID	Document Type	Scanned Date	Mime Type	Size
Paper RA		MP*Paper RA	12/11/2014 12:00:50	application/pdf	76 KB
Paper RA		MP*Paper RA	12/04/2014 12:25:34	application/pdf	77 KB
Paper RA		MP*Paper RA	11/27/2014 10:30:15	application/pdf	77 KB
Paper RA		MP*Paper RA	11/20/2014 14:58:18	application/pdf	84 KB
Paper RA		MP*Paper RA	11/14/2014 09:23:30	application/pdf	417 KB
Paper RA		MP*Paper RA	11/14/2014 09:19:33	application/pdf	420 KB
Paper RA		MP*Paper RA	11/05/2014 15:09:22	application/pdf	76 KB
Paper RA		MP*Paper RA	11/04/2014 10:30:31	application/pdf	768 KB
Paper RA		MP*Paper RA	10/23/2014 13:48:04	application/pdf	2 MB
Paper RA		MP*Paper RA	09/26/2014 08:36:07	application/pdf	199 KB
Paper RA		MP*Paper RA	09/18/2014 12:34:43	application/pdf	79 KB
Paper RA		MP*Paper RA	09/17/2014 16:27:41	application/pdf	199 KB
Paper RA		MP*Paper RA	09/11/2014 14:03:04	application/pdf	81 KB
Paper RA		MP*Paper RA	09/05/2014 16:55:28	application/pdf	1018 KB
Paper RA		MP*Paper RA	09/03/2014 17:04:31	application/pdf	406 KB
Paper RA		MP*Paper RA	08/22/2014 13:22:31	application/pdf	77 KB
Paper RA		MP*Paper RA	08/14/2014 23:01:23	application/pdf	139 KB
Paper RA		MP*Paper RA	08/13/2014 21:16:54	application/pdf	3 MB

Step 8: The paper RA will then be displayed in PDF format



Step 9: Review the RA.

Billing Provider NPI: _____		Name: _____		EIN/TIN: _____		Pay Cycle: 50		RA Number: _____		RA Date: 12/11/2014	
FINANCIAL ADJUSTMENTS											
Adjustment Type		Previous Balance		Adjustment Amount				Remaining Balance			
Balance Owed by Tax ID		\$2,902,534.20						\$2,892,219.71			
CLAIM SUMMARY											
Category		Count									
Paid		1									
Credited		0									
Denied		2									
GA		0									
Total Approved		\$0.00		Total Adjusted		\$0.00		Total Paid		\$0.00	
Warrant/EFT #:		Warrant/EFT Date: 12/11/2014									



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