

#### **Virtual Presentation**

- Welcome to MDHHS Virtual Presentation
- The presentation will begin momentarily
- You may download documents, including this presentation along with the Adobe user guide, from the File Pod located in the <u>upper right hand corner</u> of the webpage
- Within the Web Link Pod you will find the Provider Relations Training Evaluation
- Within the Chat Pod you are welcome to submit your questions during the presentation <u>OR</u>
- A Q&A will be held at the end of the presentation for questions

Please note: Audio is via your computer speakers.



## Modernizing Continuum of Care (MCC) September 18, 2017

"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

#### Agenda

- Modernizing Continuum of Care (MCC)
  - Policy Information
  - Admission & Enrollment Forms
  - Discharge & Disenrollment
  - Claim
- Program Enrollment Type (PET)
- CHAMPS Changes
  - Display
  - Entering an Admission
  - Entering a Discharge
- Upcoming Training Dates
- Visual Aid
- Provider Resources



# Modernizing Continuum of Care (MCC)

#### **Policy Information**

- <u>MSA 1717</u>, <u>MSA 1718</u> and <u>MSA 1719</u>
- Modernizing Continuum of Care (MCC) project is designed to alleviate paper processes and manual intervention when adding admissions and enrollments for beneficiaries.
- Changes for all providers:
  - Level of Care (LOC) codes will be replaced with Program Enrollment Type (PET) codes which will identify a beneficiary's type of admission or Managed Care enrollment along with their living arrangements.
  - Patient Pay Amounts (PPA) will be displayed separately in a new 'Patient Pay' section at the bottom of the CHAMPS eligibility response page.
  - Medicaid Health Plan Providers will need to enroll in CHAMPS (MSA 17-04).
  - Managed care entities will move from multiple CHAMPS provider identification numbers (CHAMPS provider IDs) to a single provider ID per contract.



#### Admission & Enrollment Forms

- Specific providers will directly enter admission/discharge or enrollment/disenrollment information in CHAMPS.
- All paper MSA 2565-C forms must be submitted to MDHHS by **December 15, 2017**.
  - This will allow adequate time for the paper form to be processed by the caseworker prior to MCC implementation.
- If after the implementation of MCC there is no admission or enrollment on file, a new admission or enrollment will need to be completed in CHAMPS.



#### Discharge & Disenrollment

- Discharges & Disenrollment's will also be completed within CHAMPS.
- When an admission record at a second facility is created, the previous facilities admission record will be auto end-dated one day prior to the new admission record.
- Dependent on the program type, the admission record may or may not be auto end-dated.
  - e.g., Nursing Facility to Hospice, Hospice to Nursing Facility
    - Hospice to Hospice is exempt from this auto end-date process



#### Claim

- The Claim Adjustment Reason Code (CARC) and Remittance Advice Remark Code (RARC) for a beneficiary not having a PET on file will remain the same CARC and RARC for no LOC on file.
  - CARC: 251, 22, 96, 26, B7
  - RARC: N146, N598, N216
- If you are reviewing eligibility within CHAMPS for dates of service prior to MCC implementation the LOC record has been converted to a PET.



#### Program Enrollment Type (PET) Codes

#### PET Codes

- Crosswalk list of LOC to new PET MSA 1717
- LOC codes 07 and 11 now crosswalk to multiple PET codes:
  - MHP-COMM for beneficiaries residing in the community
  - MHP-NFAC for beneficiaries in nursing facilities
  - MHP-HOSH for beneficiaries receiving hospice at home
  - MHP-HOSR for beneficiaries receiving hospice in one of the state's 16 licensed hospice residential facilities
  - MHP-HOSN for beneficiaries receiving hospice in a nursing facility



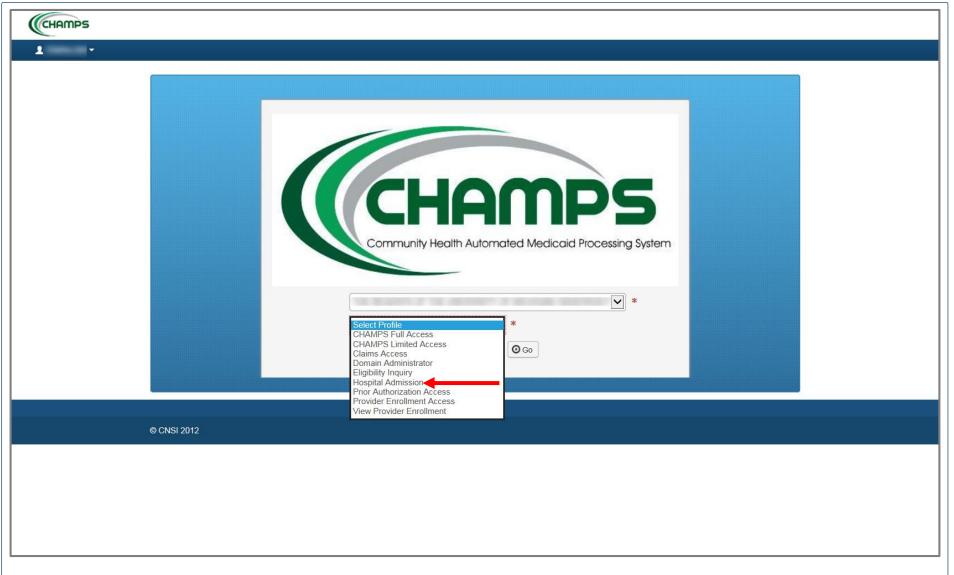
#### PET Codes (cont.)

- Previously LOC 02:
  - LTC-NFAC Nursing Facility
  - LTC-CMCF Nursing Facility county medical care facility
- Previously LOC 16:
  - HOS-COMM Hospice at Community
  - HOS-NFAC Hospice as Nursing Facility
  - HOS-RESD Hospice at Residence Facility
  - MIC-HOSH Hospice at Community, along with MI Choice



#### **CHAMPS** Changes\*

#### Screen changes within CHAMPS



• In order to enter or view admission information select the appropriate profile Available profiles: Hospital Admission, Hospice Admission, NF Admission, SPF Admin, PACE Enrollment and MI Choice Enrollment



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- Within the benefit plan section of the CHAMPS eligibility screen the PET will now be displayed to indicate the beneficiary enrollment type
  - All prior LOC records will be converted to PET's prior to implementation



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- The Patient Pay amount (PPA) is displayed within it's own section at the bottom of the member eligibility screen within CHAMPS
  - The PPA amount will be returned in the same loop/segment within the 271 response

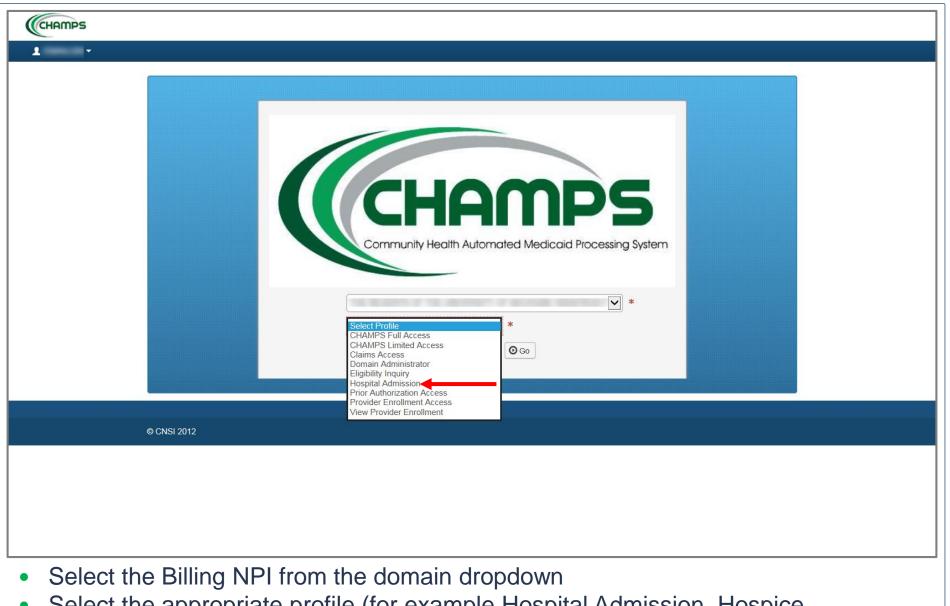
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 This is the roster page which will list all admissions submitted under the NPI that is logged into CHAMPS



## **Entering an Admission**

Steps on how to enter an admission within CHAMPS



- Select the appropriate profile (for example Hospital Admission, Hospice Admission, NF Admission, SPF Admin, PACE Enrollment or MI Choice Enrollment)
- Click Go

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- After logging into CHAMPS
- Click Member tab
- Select Program Enrollment/Admission



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- Within the roster page click Add Enrolment/Admission
- Throughout the entire admission/enrollment process all fields marked with a red asterisk are required

Provider Portal > Member Enror	Ilment Admission List			autor find	ad 🛛 😧 External Links 🕶	A my ravonites v	🚔 Print	
		ider Name:	1 2 March 107 March					×Clo
Member Information	Member Information							
Admission Information								
Discharge Information	*Program Type		*NPI/Provider ID:		Provider Name:			
Responsible Party Info	GENERAL HOSPITAL	$\sim$	1000000		CHARLES IN THE			
Address Information	Medicaid ID		SSN		*Date of Birth			
Previous Facility Info	Medicaid ID		XXX-XX-XXXX		MM/DD/YYYY		<b></b>	
Insurance Information	*First Name		Middle Name		*Last Name			
Upload Documents								1
Certification								
	*Gender		*Marital Status					
	SELECT	~	SELECT	~				
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- New CHAMPS admission and enrollment screen
- Enter the Medicaid ID
- If no Medicaid ID enter all required information
- Click Next



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Member Information	Admission/Enrollm	ent Information								^
Admission Information	*Date of Admission/Enrollr	nant			Hornital Caso Number					
Discharge Information	MM/DD/YYYY	nent		i	Hospital Case Number					
Responsible Party Info	MM/DD/TTTT									
Address Information	*Type of Facility				*Is the Individual Anticipated to have Out-o	f-Pocket Med	ical Expenses?			
Previous Facility Info	Select			~	⊖No ⊖Yes					
Insurance Information	*Facility Address									
🗈 Upload Documents	Select			~						
Certification	*Facility Contact Person			)	*Facility Phone Number					
	Facility Contact Person									
	*Is the Individual Expected	to Move to Community?			*Is the Individual Expected to Return Home	within 12 mor	nths of Facility Admi	ssion Date?		
	○No ○Yes *Is this Admission Likely to	be 30 days or Longer?			○No ○Yes Estimated Length of Stay (in Months)					
	⊖No ⊖Yes	j j			Select				~	
	Primary Diagnosis Code				Secondary Diagnosis Code					
		een discharged from this facili	γ?		Comments					
	<b>○No OYes</b>									
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- The Admission/Enrollment Information screen will need all information related to the admission
- Click Next



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Discharge Information		First Name		Middle Name		I	ast Name			
Responsible Party Info		First Name		Middle initial			Last Name			
Address Information		Relationship to Patient		Phone number						
Previous Facility Info		Select	$\checkmark$							
Insurance Information										
Upload Documents									Next	t
Certification										

- Enter Responsible Party Information if different than the beneficiary/patient.
- Click Next



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- If Address Information pre-populates click Next
- Click Add to enter address information
  - Note: Address information must be entered for submitting an admission for a patient who has no Medicaid ID number.



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		✓ Save	× Cancel										
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- Select the address type and enter the required asterisked information
- Click Validate Address
- Click Save
- Click Next



Provider Portal > Member Enrolment Admission List   Member Information   Member Information   Admission Information   Discharge Information   Discharge Information   Seeponsible Party Info   Address Information   Previous Service Location   Select Facility Info   MM/DD/YYYY   Previous Provider/Facility Admission/Enrollment Date   MM/DD/YYYY   Previous Provider/Facility NPI/Provider ID   Previous Provider/Facility NPI/Provider ID   Previous Provider/Facility Contact Person   Previous Provider/Facility Contact Person	>										Member <del>v</del>	Provider <del>•</del>	y Inbox <del>-</del>	My	<	IAMPS
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Member Information   Admission Information   Admission Information   Discharge Information   Responsible Party Info   Address Information   Previous Provider/Facility Admission/Enrollment Date   Previous Provider/Facility Admission/Enrollment Date   MM/DD/YYYY   Insurance Information   Upload Documents   Certification   Previous Provider/Facility Contact Person   Previous Provider/Facility Contact Person   Previous Provider/Facility Contact Person														lember	ortal > Me	> Provider P
<ul> <li>Admission Information</li> <li>Discharge Information</li> <li>Address Information</li> <li>Address Information</li> <li>Previous Provider/Facility Admission/Enrollment Date</li> <li>Previous Provider/Facility NPI/Provider ID</li> <li>Previous Provider/Facility NPI/Provider ID</li> <li>Previous Provider/Facility NPI/Provider ID</li> <li>Previous Provider/Facility Contact Person</li> <li>Previous Provider/Facility Contact Person</li> <li>Previous Provider/Facility Contact Person</li> </ul>	×Clos															
Discharge Information   Responsible Party Info   Address Information   Previous Facility Info   MM/DD/YYYY   MM/DD/YYYY   MM/DD/YYYY   Previous Provider/Facility NPI/Provider ID   Previous Provider/Facility NPI/Provider ID   Previous Provider/Facility Contact Person   Previous Provider/Facility Contact Person	,							ion	offormat	Facility I	<sup>2</sup> rovider/	Previous l				
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Insurance Information     Previous Provider/Facility NPI/Provider ID     Previous Provider/Facility Name     Previous Provider/Facility Contact Person     Previous Provider/Facility Contact Person     Previous Provider/Facility Contact Person     Previous Provider/Facility Contact Person		i	t Date	:harge/Disenrollment	-			 te	rollment Da	Admission/Ei						
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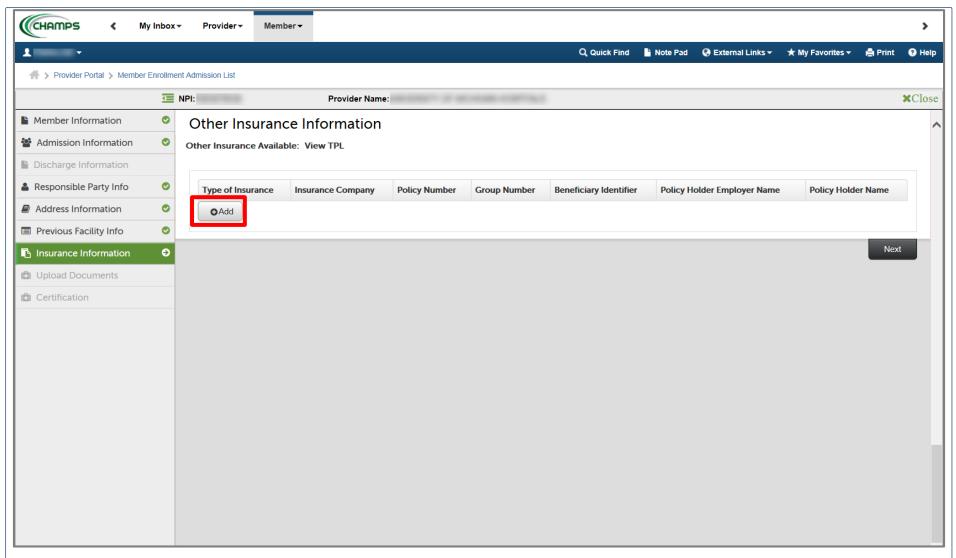
- Enter the prior facility information if applicable
- Click Next



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Discharge Information												
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- Click View TPL if hyperlinked to review the other insurance information on file for the beneficiary
- Click Next





• If the beneficiary has other insurance not listed on their TPL information screen click Add to enter the insurance information



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rovider Portal > Member E	Inrollmen	t Admission List									
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Discharge Information											
🛔 Responsible Party Info	0	Type of Insurance	Insurance Company	Policy Number	Group Number	Beneficiary Identifier	Policy H	older Employer Name	Policy Hold	er Name	
Address Information	0	Add									
Previous Facility Info	0										
🖪 Insurance Information		*Type of Insur	ance:								
🗈 Upload Documents		SELECT			$\checkmark$						
Certification											
		Policy Holder	First Name:			Policy Holder Las	t Name:			_	
		Policy Holder	SSN-			Policy Holder Dat	e of Birth:				
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		✓ Save 🗙	Cancel								
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- Select the type of insurance
- Enter policy holder information
- Click Save
- Click Next



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- At this time the Upload Documents page is not being used
- Click Next



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Discharge Information					
Responsible Party Info	0	Member Certification			
Address Information	0	*	r hos	pital services under Michigan Public Acts 321 of 1966, 280 of 1939, and 368 of 1978 is correct. Further, I	
Previous Facility Info	0	declare and hereby affirm that I have disclosed to the facility named in the Admission Inforamtion Section care received in the named facility. By accepting services, I hereby authorize the named facility to release a			
Insurance Information	0	responsible, in whole or in part, for the payment of services received in this facility. I hereby authorize and			
🗈 Upload Documents	0	period of service in this facility.			
Certification	Э	Signature of Member/Authorized Representative		Date	
		Signature		Date	
		*Member/Authorized Representative First Name		*Member/Authorized Representative Last Name	
		First Name		Last Name	
		Provider Certification   Provider Certification   Constraints  Provider Manual, Eligibility Chapter, I completed the informatio  In accordance with the Michigan Medicaid Provider Manual, Eligibility Chapter, I completed the informatio  information entered is, to the best of my knowledge, accurate and complete as of the date this form was completed.			e
		Provider Signature		Date	
		Signature		Date	
		*Provider First Name		*Provider Last Name	- 1
		First Name		Last Name	
				Subr	nit

- Place a check next to both the member and provider certification boxes
  - Note :The fields for signature and date cannot be modified as these fields need to be completed once the admission notice is printed
- Type the provider representative completing the admission
- Click Submit



#### Member Certification Message

• I certify that the information furnished by me in applying for skilled nursing facility, other long term care, or hospital services under Michigan Public Acts 321 of 1966, 280 of 1939, and 368 of 1978 is correct. Further, I declare and hereby affirm that I have disclosed to the facility named in the Admission Information Section above, the name(s) and address(es) of all parties liable or who may be liable, in whole or in part, for payment of care received in the named facility. By accepting services, I hereby authorize the named facility to release all information and records for purposes of determining the respective liability and / or liabilities of all parties responsible, in whole or in part, for the payment of services received in this facility. I hereby authorize and assign directly to the named facility any or all benefits I may be entitled to and otherwise payable to me for the period of service in this facility.



#### **Provider Certification**

• Hospital Provider:

In accordance with the Michigan Medicaid Provider Manual, Eligibility Chapter, I completed the information on this form and will maintain the beneficiary's, or his or her authorized representative's, signature on file. The information entered is, to the best of my knowledge, accurate and complete as of the date this form was completed.



#### Provider Certification (cont.)

#### • NF Provider:

In accordance with the Michigan Medicaid Provider Manual, Eligibility Chapter, Section 12.1, I completed the information on this form and will maintain the beneficiary's, or his or her authorized representative's, signature on file. The information entered is, to the best of my knowledge, accurate and complete as of the date this form was completed.

• Hospice Provider:

In accordance with the Michigan Medicaid Provider Manual, Hospice Chapter, Section 3.2, I completed the information on this form and will maintain the beneficiary's, or his or her authorized representative's, signature on file. The information entered is, to the best of my knowledge, accurate and complete as of the date this form was completed.



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Address Information		"√ I cer	Summary	ts 321 of 1966, 280 of 1939, and 368 of 1978 is correct. Further, I
Previous Facility Info		decl	<b>Program Type</b> : General Hospital	rties liable or who may be liable, in whole or in part, for payment of letermining the respective liability and / or liabilities of all parties
Insurance Information		resp	Medicaid ID: Member Name:	Il benefits I may be entitled to and otherwise payable to me for the
💼 Upload Documents		peri	Date Of Admission/Enrollment: 01/01/2017 Date Of Discharge/Disenrollment:	
D Certification		Signat	If the Summary information is accurate, click OK to Submit, else click Cancel to return to the form to make correctio	ins.
				Cancel     ✓ Ok
		*Meml	per/Authorized Representative First Name	*Member/Authorized Representative Last Name
		Provid	er Certification	
		* 🗹	cordance with the Michigan Medicaid Dravider Manual Elizibility Chanter Learnelated the information on	this form and will maintain the beneficiary's, or his or her authorized representative's, signature on file. The
			mation entered is, to the best of my knowledge, accurate and complete as of the date this form was complete	
		Provid	er Signature	Date
			der First Name	*Provider Last Name
				Provider Last Name

- After clicking submit you will receive a confirmation summary page
- Click Ok
  - Note: Click Cancel if any of the information displayed is incorrect in order to update the information prior to submitting the admission

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Member -

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Admission Information			
Discharge Information	Member Certification		
🛔 Responsible Party Info	I certify that the information furnished by me in applying for skilled nursing facility, other long term care, or he		
Address Information	declare and hereby affirm that I have disclosed to the facility named in the Admission Inforamtion Section abo care received in the named facility. By accepting services, I hereby authorize the named facility to release all in		F
Previous Facility Info	responsible, in whole or in part, for the payment of services received in this facility. I hereby authorize and ass		
Insurance Information	period of service in this facility.		
🗈 Upload Documents	Signature of Member/Authorized Representative	Date	_
🗈 Certification	Signature	Date	
	*Member/Authorized Representative First Name	*Member/Authorized Representative Last Name	
	Donald	Duck	
	Provider Certification * * In accordance with the Michigan Medicaid Provider Manual, Eligibility Chapter, I completed the information or information entered is, to the best of my knowledge, accurate and complete as of the date this form was completed as of the date the da		e
	Provider Signature	Date	
	Signature	Date	
	*Provider First Name	*Provider Last Name	
	Amanda	MDHHS	
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- Print the admission so the beneficiary or authorized representative and provider representative can sign the admission notice
- It is the providers responsibility to retain the admission notice in the beneficiaries record



Applicant Information	
NPI: 1003878539	
PROVIDER NAME: UNIVERSITY OF MICHIGAN H	OSPITALS
Member Information	
Program Type: GENERAL HOSPITAL	Medicaid ID:
SSN (Last 4 Digits):	Date Of Birth: 01/01/1950
First Name: Mickey	Last Name: Mouse
Middle Name:	Gender: Male
Marital Status: Never Married	
Admission/Enrollment Information	
Date of Admission/Enrollment: 09/01/2017	Hospital Case Number:
Type of Facility: Hospital	Estimated Length of Stay (in Months): 9
Facility Address:	Easility Control Bhone Number /547) 000 0000
Facility Contact Person: Amanda	Facility Contact Phone Number: (517) 999-9999
Primary Diagnosis Code:	Secondary Diagnosis Code:
Is the Individual Expected to Move to Commu	-
Is the Individual Anticipated to have Out-of-Po	
Is this Admission likely to be 30 days or longe	
-	ithin 12 months of Facility Admission Date ? : NO
Has this patient already been discharged from	n this facility ? : NO
Discharge/Disenrollment Information	
Type of Discharge/Disenrollment:	Date of Discharge/Disenrollment:
Reason:	
Remarks:	
Remarks: Discharge to:	Name of facility (If Applicable):
Remarks: Discharge to: Address:	
Remarks: Discharge to: Address: City:	County:
Remarks: Discharge to: Address: City: State:	
Remarks: Discharge to: Address: City: State: Postal Code:	County:
Remarks: Discharge to: Address: City: State: Postal Code:	County:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name:	County: Country: Middle Name:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name:	County: Country:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name: Phone Number:	County: Country: Middle Name:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name: Phone Number:	County: Country: Middle Name:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name:	County: Country: Middle Name:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name: Phone Number: Address Information ADDRESS TYPE:Home	County: Country: Middle Name:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name: Phone Number: Address Information	County: Country: Middle Name:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name: Phone Number: Address Information ADDRESS TYPE:Home	County: Country: Middle Name:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name: Phone Number: Address Information ADDRESS TYPE:Home	County: Country: Middle Name:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name: Phone Number: Address Information ADDRESS TYPE:Home	County: Country: Middle Name:
Remarks: Discharge to: Address: City: State: Postal Code: Responsible Party Information First Name: Last Name: Phone Number: Address Information ADDRESS TYPE:Home	County: Country: Middle Name:

- After clicking print the admission notice will pop-up as a PDF
- Click print from the PDF version to complete



CHAMPS < My Inbox	✓ Provider ✓ Member ✓										>
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Admission Information											
Discharge Information	Member Certification										
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Address Information		hat I have disclosed to the facili facility. By accepting services,	•					-		-	
Previous Facility Info	responsible, in whole or in p	part, for the payment of service	-	-		-		-		-	
🚯 Insurance Information	period of service in this faci	lity.									
😰 Upload Documents	Signature of Member/Authori	zed Representative			Date						
Certification	Signature				Date						
	*Member/Authorized Represe	ntative First Name			*Member/Authorized Repre	sentative Last N	ame				
	Donald				Duck						
	Provider Certification *	higan Medicaid Provider Manua	al Flinibility Chapter I comple	eted the information or	n this form and will maintain th	e heneficiary's	or his or her a	uthorized represent	tative's signature o	on file. The	
		he best of my knowledge, accu				,.,					
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	Signature				Date						
	*Provider First Name				*Provider Last Name						
	Amanda				MDHHS						
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 Click Member Enrollment Admission List hyperlink or Cancel to return to the roster list page



## Entering a Discharge

Steps for completing a discharge within CHAMPS

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view w Details					02/20/2014	02/21/2014	COMPLETED	Process, Data Conversion	08/13/2017
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- Roster page:
- Next to the Member ID needing to be discharged, from the action column select Discharge/Disenroll



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Discharge Information	*Type of Discharge/Disenrollment		*Date of Discharge/E	Disenrollment			
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Address Information	IVLN-Involuntary VLN-Voluntary		Remarks				
Previous Facility Info	SELECT	$\checkmark$					
nsurance Information							
Upload Documents	Discharge to		Name of facility (If A	pplicable)			
Certification	Select	$\checkmark$					
Review		رگ					
		*					
	Address Line 1:	(Enter Street Address or PO Box Only)		Address Line 2:			
	Address Line 3:			City/Town:	* OTHER [	<b>~</b>	
	State/Province:	* OTHER		County:	OTHER	-	
	Country:	* UNITED STATES		Zip Code:	-		
					Validate Address		

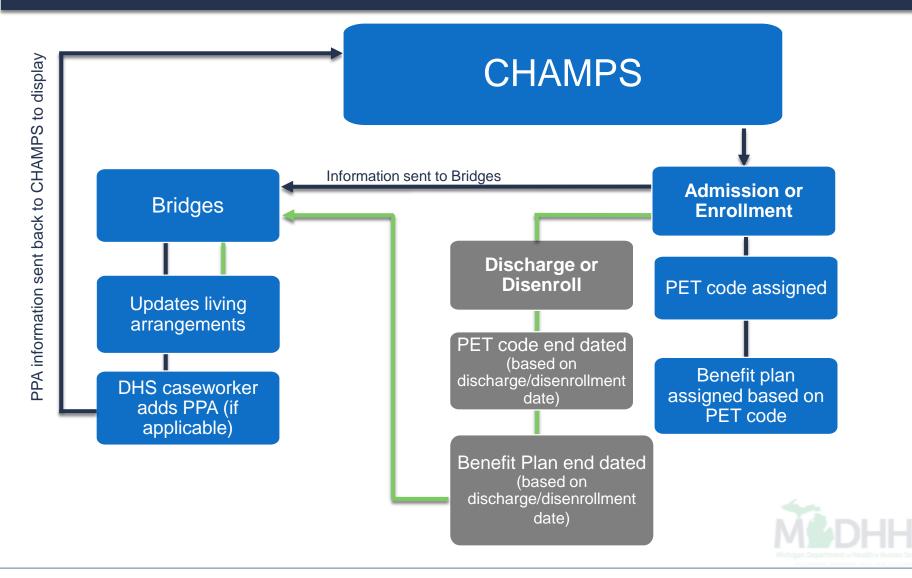
- Select the type of discharge from the dropdown
- Enter the required asterisked information
- Click Submit



CHAMPS		Provider - Member -									>
		NPI:	Provider Na	ame:							
Member Inform	Summary										-
😭 Admission Info	Sammary	Program Type: General									
Discharge Infor		Hospital									
🏝 Responsible Pa		Medicaid ID:		Medic	aid Name:						
Address Inform		dmission/Enrollment: 08/16/2015		Date Of Discharge/disen							
Previous Facilit	If the Summary in	formation is accurate, click OK to Subr	mit, else clici	k Cancel to return to the form t	to make corrections	s.					
							Consol				
🖪 Insurance Info						C	Cancel 🛛 😣	OK			
	ents	Discharge to			1	Name of facility (					
🗓 Upload Docume	ents	Discharge to Unknown									
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10 Upload Docume	ents			*			If Applicable)				
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<ul> <li>Insurance Info</li> <li>Upload Docume</li> <li>Certification</li> <li>Review</li> </ul>	ents	Unknown Address I Address I State/Pro	Line 3: ovince:	*OTHER			If Applicable) Addres	s Line 2:		Submi	

- After clicking submit you will receive the confirmation summary page
- Click Ok
  - Note: Click Cancel if any of the information displayed is incorrect in order to update the information prior to submitting the discharge

#### Visual Aid



#### **Upcoming Training Dates**

- MCC project overview:
  - October 12, 2017
  - November 16, 2017
- MCC specific to SNF and Hospice providers:
  - October 17,2017
  - October 18,2017
  - November 14,2017
  - November 21,2017
  - November 28, 2017
  - December 5,2017
  - December 12,2017
  - December 19, 2017



#### SIGMA



- As of October 2017 payments will be issued from SIGMA.
- SIGMA Key Dates:
  - July 31, 2017: Providers Converted to SIGMA VSS
  - September 22, 2017: C&PE no longer available for update
  - October 5, 2017: No Payments and RA's
  - October 12, 2017: Combined 40 & 41 pay cycles

 Please visit our SIGMA webpage for additional details and information: <u>http://www.michigan.gov//mdhhs/0,5885,7-339-71545-</u> <u>424564--,00.html</u>



#### **Provider Resources**

- \* Currently the State of Michigan is in the testing phase of MCC, screens are subject to minor changes prior to implementation.
- MDHHS website: <a href="http://www.Michigan.gov/medicaidproviders">www.Michigan.gov/medicaidproviders</a>
- We continue to update our Provider Resources, just click on the links below:
  - <u>SIGMA</u>
  - Listserv Instructions
  - Medicaid Alerts and Biller "B" Aware
  - Medicaid Provider Training Sessions
- Provider Support:
  - ProviderSupport@Michigan.gov or 1-800-292-2550

Thank you for participating in the Michigan Medicaid Program

