

August 11, 2009 - CHAMPS Reminder for Paper Claim Billers: MDCH would like to remind those providers currently submitting paper claims that it is recommended that all paper claims be submitted electronically or through the Direct Data Entry (DDE) tool in CHAMPS beginning September 18, 2009. All Institutional providers must report 4 digit (leading zero) Revenue Code and Type of Bill. MDCH will no longer accept the 3 digit codes when billed.

July 30, 2009 - Clarification of Provider Domains and Provider Profiles

To access the CHAMPS system, all users must have a Single Sign-On (SSO) user ID and password. Please see the [SSO instructions](#) above for information on how to obtain this. The Provider Domain Administrator will have responsibility of assigning rights for all other users within the organization to access the provider's file. If necessary, multiple Provider Domain Administrators may be established for a single organization but a separate application must be completed and approved for each administrator. There are several profiles that may be assigned to each user within CHAMPS. Profiles must be established to grant access to the subsystems within CHAMPS. Users may have multiple profiles if necessary. Below is a list of the profiles that are available for assignment only, but will not have system access until September 18, 2009:

- Domain Administrator - The ability to assign or remove domain and profile access to other CHAMPS users
- CHAMPS Full Access - Full Fee for Service access to Provider Enrollment, Prior Authorization, Eligibility, and Claims subsystems
- CHAMPS Limited Access - View only access to Provider Enrollment and full Fee for Service access to Prior Authorization, Eligibility, and Claims subsystems
- Prior Authorization Access - Fee for Service access to Prior Authorization only
- MCO Provider Access - Access to Managed Care Organization Provider Enrollment only
- Eligibility Inquiry - Fee for Service access to Eligibility only
- Provider Enrollment Access - Fee for Service full access to Provider Enrollment only
- View Provider Enrollment - View only access to Provider Enrollment
- Billing Agent Access - Access to Billing Agent Provider Enrollment only
- Claims Access - Full Fee for Service access to Claims only

July 30, 2009 - Temporary Suspension of Provider Enrollment (PE) Subsystem

As part of the CHAMPS implementation plan, Michigan Department of Community Health (MDCH) will not allow any system changes or updates after 6:00pm on August 28, 2009 through September 17, 2009. This includes any new enrollments or modifications to existing applications as well as any Domain Administrator functions. Please be aware that all changes or modifications must be completed prior to 6:00pm on August 28, 2009 or on or after the Go-live date of September 18, 2009.

July 22, 2009 - MSA Policy and Documentation Requirements in CHAMPS: Any forms required by MDCH Program Policy (i.e. MSA-1038, DCH-1074, MSA- 1959, etc...) and the processes by which Providers should submit such forms to MDCH will not be affected by the new subsystems of CHAMPS. Providers should continue to follow the guidelines set forth in the Medicaid Provider Manual regarding specific documents required by Program Policy. If in the future CHAMPS will have the capability for Providers to submit required forms on-line, Providers will be notified in the Medicaid Provider Manual, in Medicaid Policy Bulletin(s), by direct correspondence or by postings on the MDCH website.

May 6, 2009 - CHAMPS NPI Editing for Billing Provider and Rendering/Service Only

Provider: Many providers billing within the professional claim format are reporting the same NPI in both the billing provider and rendering provider loops/fields. THIS IS INCORRECT!! If you are a rendering/service provider who renders services on behalf of a group, the biller MUST report the GROUP NPI (Type 2 NPI) in the billing provider loop. Currently, within the legacy system, rendering/service only providers are incorrectly receiving payment. THIS WILL NOT HAPPEN WHEN CHAMPS GOES LIVE. PAYMENTS WILL STOP if the claims continue to be billed incorrectly!!! Within the professional claim format, providers enrolled as rendering/service only must report the-group NPI of the billing provider (Type 2 NPI) in Loop 2010AA , Segment

NM108, Qualifier 85 for electronic claims (or) Field 33a on the CMS 1500 paper claim form. The rendering provider (Type 1 NPI) must be reported in Loop 2310B, Segment NM108, Qualifier 82 for electronic claims (or) Field 24J on the CMS 1500 paper claim form. Within the dental claim format, providers enrolled as rendering/servicing only must report the group NPI of the billing provider (Type 2 NPI) in Loop 2010AA for electronic claims or Field 49 on the ADA 2006 paper claim form. The rendering provider NPI (Type 1 NPI) has to be in Loop 2310B for electronic claims or Field 54 on the ADA 2006 paper form.

November 3, 2008 - The Community Health Automated Medicaid Processing System (CHAMPS) Provider Enrollment (PE) revalidation process is now complete. Providers who have not completed their revalidation will be end-dated November 30, 2008, and any services provided after this date will result in claim rejections. Please note: All revalidation applications must be COMPLETED and SUBMITTED by November 30, 2008 to avoid disenrollment. If you have address issues that MDCH is aware of please contact the CHAMPS helpline for further information.

If you are uncertain that you have completed the revalidation process, please check the status of your enrollment using the Medicaid assigned 14-digit Tracking Application ID or you may contact the CHAMPS helpline.

Any new provider wishing to enroll with the Michigan Department of Community Health (MDCH) on or after December 1, 2008 will need to initiate a new enrollment within the CHAMPS system. Providers that were end-dated and wish to re-activate their enrollment will need to contact the CHAMPS helpline. You will need to provide them with your National Provider Identifier (NPI) and Single Sign On (SSO) User ID. The CHAMPS helpline will then provide you with further instructions on how to re-activate your enrollment.

October 16, 2008 - MDCH is receiving numerous requests regarding Domain access to CHAMPS enrollment applications. It is the responsibility of the Single Sign On user who submitted the application (Domain Administrator), to ensure all parties have appropriate access to the enrollment information. For complete instructions on how to assign or remove Domain access to other (SSO) users please see the [Domain Rights instructions](#) .

To receive Domain rights to an already approved provider's NPI (Individual only), you may contact CHAMPS helpline at 1-888-643-2408 or CHAMPS@michigan.gov. The helpline will give you the name and phone number for the approved Billing Provider in CHAMPS. Providers will then have to contact the approved Billing Provider to request Domain access.

If the approved Billing Provider refuses to grant access to another CHAMPS user, the CHAMPS user must obtain written permission from the provider, i.e. [Electronic Signature Form -DCH-1401](#) with the physician's NPI #, Signature and your Single Sign On User ID then fax to Provider Enrollment at 517-241-8233. Provider Enrollment will then give you domain rights. The State requires permission from the Individual Provider's in these situations in order to protect the privacy of Medicaid Providers. You MUST include your SSO User ID and the NPI you are requesting access to. CHAMPS users who abuse their security privileges, including Provider Domain Administrator, or who violate HIPAA privacy standards may have their security privileges revoked or face other disciplinary action.

September 30, 2008 - Thanks to all those who utilized CHAMPS for your diligence and patience during the CHAMPS revalidation period! MDCH is proud to say that in just six months over 38,000 applications were accessed and approximately 34,000 NPIs and their enrollment information were revalidated or newly enrolled in CHAMPS. The remaining legacy enrollments that were not revalidated must be closed because their information could not be verified and therefore has not been appropriately maintained. While many of these enrollments are no longer in use we realize that there will be enrollments that have been closed that are still in use and still require maintenance in CHAMPS. Any revalidation application that was accessed and had at least one step completed prior to October 1 will remain accessible to providers for up to 30 days after October 1. Any application that is not accessible after October 1 must be manually reopened by Provider Enrollment staff. Anyone requesting access to an enrollment that was

closed due to the revalidation deadline must provide proof of their rights to the enrollment (see DCH-1401).

For all those active enrollments in CHAMPS we ask that all domain administrators continue to cooperate with their individual providers' other business partners in granting domain access. It is the responsibility of the provider, their staff, and business partners (i.e. medical/dental groups, hospitals, clinics, etc.) to determine who requires access to properly monitor and update the individual's enrollment information including association to billing provider NPIs.

Again, MDCH would like to thank everyone for participating with Medicaid and making the CHAMPS provider enrollment system a success!

September 15, 2008 - MDCH has sent a [Non-Compliant Flyer](#) to those providers that have not revalidated their current enrollment information into the new CHAMPS system. Revalidation is MANDATORY and must be completed by September 30, 2008.

July 24, 2008 - This message is to alert providers that the CHAMPS Provider Enrollment Revalidation deadline of August 31, 2008 has been extended through **September 30, 2008**. Providers who have not revalidated before October 1, 2008 will be disenrolled. They will not be eligible for reimbursement of services provided on or after October 1, 2008. Please reference MSA Bulletin 08-33 for additional information. For additional questions, please contact the CHAMPS Helpline at: 1-888-643-2408 or email: CHAMPS@michigan.gov.

July 24, 2008 - Attention Audiologists: Individual Audiologists are now able to associate to enrolled and approved Hearing Center Facility/Agency/Organizations (FAO) in CHAMPS. Please update your applications or enrollments in CHAMPS as necessary.

July 16, 2008 - Recently MDCH has sent an email notice to several providers that have not revalidated their enrollment information in CHAMPS. To avoid payment lapses or claim rejections please revalidate your information as soon as possible. CHAMPS **requires all** providers that are enrolled in Michigan Medicaid to revalidate their information in CHAMPS. In March, your office should have received letters on green paper indicating that providers have until August 31st to revalidate their Group, Facility, or Individual's information. . If you have further questions or you did not receive a green letter, you can contact the CHAMPS Helpline at 1-888-643-2408, or email the hotline at: CHAMPS@michigan.gov.

June 30, 2008 - MDCH is receiving numerous requests regarding Domain access to CHAMPS enrollment applications. It is the responsibility of the Single Sign On user who submitted the application (Domain Administrator), to ensure all parties have appropriate access to the enrollment information. For [complete instructions](#) on how to assign or remove Domain access to other (SSO) users please view our July edition of the CHAMPS article or click the link above. To receive Domain rights to an already **approved** provider's NPI (Individual only), you may contact CHAMPS helpline at 1-888-643-2408 or CHAMPS@michigan.gov. The helpline will give you the name and phone number for the approved Billing Provider in CHAMPS. Providers will then have to contact the approved Billing Provider to request Domain access. If the approved Billing Provider refuses to grant access to another CHAMPS user, the CHAMPS user must obtain written permission from the Individual Provider and provide it to the State in order to be granted access to the Individual Provider's enrollment information. The State requires permission from the Individual Provider's in these situations in order to protect the privacy of Medicaid Providers. If you have been directly refused access to your Provider's Domain, please fax a **signed letter** from the Individual provider to Provider Enrollment at 517-241-8233, asking for Domain access. You MUST include your SSO User ID and the NPI you are requesting access to. CHAMPS users who abuse their security privileges, including Provider Domain Administrator, or who violate HIPAA privacy standards may have their security privileges revoked or face other disciplinary action.

June 24, 2008 - Please note that starting July 14th, Single Sign On (SSO) will change to a new banner ([click here to view the new banner](#)). The new banner will not change your access into SSO or CHAMPS this is strictly a cosmetic change.

May 15, 2008 - Please remember that when enrolling a new provider in CHAMPS or changing provider enrollment information for an existing Medicaid provider in CHAMPS, it will take up to 2 weeks after the application has been approved in CHAMPS for that same information to be added or changed in Legacy MMIS (which is where claims continue to be paid from). MDCH will continue to pay claims from the Legacy MMIS system until the Claims subsystem of CHAMPS is live in 2009.

May 5, 2008 - When requesting retro enrollment within the "Complete Enrollment Checklist" step of an application, you must indicate the date requested in the "Comment" field. If you are requesting a date prior to one year from today's date you must also include a reason for this request.

March 25, 2008 - Due to an error found when converting some of our information from our current Provider Enrollment system into the CHAMPS system, we are asking that Provider Types **Clinics** and **Special Programs** wait until **April 15th** to Revalidate their information so we can rectify this error.

- Provider Type **Clinics** in the CHAMPS system are: Family Planning Clinics, Child and Adolescent Health Center & Programs (CAHCP), Federally Qualified Health Centers (FQHC), Rural Health Clinics (RHC), Tribal Health Centers (THC), and Local Health Departments.
- Provider Type **Special Programs** in the CHAMPS system are: MIChoice Waiver, Area on Aging, Maternal and Infant Health Programs (MIHP), Children's Waiver, Department of Human Services Agency, ICF/MR, State Psychiatric Hospital, State of Michigan Lab, School Based Services, and SED Waiver.

March 21, 2008 - If the Provider will not be completing their own enrollment or revalidation and please utilize the [Electronic Signature](#) template (DCH-1401) if additional staff within the organization will be completing the enrollment on behalf of the provider. MDCH recommends having an original agreement on file for each provider.

February 19, 2008 - Because the paper enrollment process has been closed since January 1, 2008, MDCH will automatically assign an effective date of January 1, 2008 to new enrollments entered in CHAMPS. Retroactive enrollment prior to January 1, 2008 must be specifically requested within the CHAMPS electronic application. These new enrollments will also be exempt from the one-year billing limitation if billed within 120 days (4 months) of CHAMPS Provider Enrollment System activation.