

CHAMPS Session Follow-Up Q&A

1. If a group or entity's provider enrollment, credentialing, or billing staff enroll or revalidate a rendering/servicing provider's information, how is the rendering/servicing provider held accountable for the information in the system?
 - The Attorney General's office worked with us to design a template the entity or group may use to have the provider sign and keep on file in their office. This template authorizes the provider enrollment person to revalidate the information for the individual providers. MDCH does not keep this template on file. This template can be found at: <http://michigan.gov/documents/mdch/> >> CHAMPS >> Electronic Signature
2. How will the application number be distributed?
 - The 14-digit application number will be mailed on green paper to the Service and Billing address for each NPI/Tax ID or NPI/SSN combination about 2 weeks prior to the beginning of PE Revalidation.
3. Why didn't I get an application ID number?
 - If MDCH does not have your NPI number(s) you will not receive an application ID.
 - If your enrollment is no longer active you will not receive an application ID.
4. Will "Ownership" be able to be completed by someone other than the designated provider enrollment person?
 - A provider's revalidation can be accessed and updated by multiple users at different times using the secure application number, but there will not be a way to hide the "Ownership" from specific users.
5. How many levels of "Ownership Interest in Other Medicare/Medicaid Entities" will be required to be completed?
 - If the provider has greater than 5% interest in any other Medicare or Medicaid Entities, each relationship greater than 5% must be reported.
6. Will the start date field on the Associate Billing Provider screen be pre-populated?
 - Yes, this field is being pre-populated from the current provider enrollment system.
7. What are we doing with the question "Are you accepting new Medicaid clients"?
 - This will be used to help our Beneficiaries when they call our Beneficiary Helpline and are trying to find a new provider. It will be important for the providers to keep this updated. Providers can continue to accept Medicaid Beneficiaries on a case by case basis.
8. What if a Physician doesn't have the Board Certified Number or Board Eligible date?
 - Board Certification Number and Board Eligible Date are no longer required. These selections have been changed to read Board Certified and Not Board Certified so there won't be an issue for the providers without a board certification number.

9. Can you copy and paste into CHAMPS?

- Yes

10. Will MDCH provide a training manual for CHAMPS Provider Enrollment?

- Yes, a training guide will be available in the future on our CHAMPS website for providers to access.

11. Does Medicaid Health Plan Provider information get updated from CHAMPS?

- No, Medicaid Health Plans will continue to maintain their own Provider Enrollment, Benefits Administration, Prior Authorization, and Claims Processing Systems. Only Fee-For-Service Medicaid Provider information should be submitted directly to CHAMPS.

12. Claims Questions

- These will be answered fully when the Outreach Staff begins the second round of training which will include training on the Claims Subsystem.

13. Will CHAMPS time out?

- CHAMPS will time out after 30 minutes of inactivity as this is a feature of the Single Sign On Secure Application

14. New Enrollment Notification

- New providers enrolling in CHAMPS will continue to receive notification of enrollment approval; similar to the “turn-around” form new provider/enrollments receive today.

15. What is the Screen Resolution Setting that needs to be used for correct alignment for CHAMPS to align?

- Your screen resolution setting needs to be at 1024 x 768 pixels.