

## Document Management Portal (DMP) FAQs

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**1. If I upload documents via DMP in CHAMPS, can I use my software or clearinghouse to submit the claim?**

Yes. MDHHS prefers that providers always submit electronic claims. When using the DMP through CHAMPS to upload documents make sure you put a note/remark/comment on your claim: "DOCUMENTS UPLOADED VIA DMP".

**2. What is the document size limit to upload on a single line?**

30MB. If the file you are uploading is larger you must separate the pages. You can upload 5 documents per session.

Please PRINT your document to PDF so it will "flatten" the document which takes up less MBs.

**3. Does each Beneficiary require a separate upload?**

Yes. You must upload all beneficiaries separately. If you are using the fax option a NEW cover sheet must be created each time you send information.

**4. When printing out a FAX coversheet from DMP, must we also attach our company coversheet?**

No, the coversheet printed from DMP when Faxing documentation must be the cover sheet with the DMP barcode that is specifically generated for that instance.

**5. How does MDHHS know I uploaded a document in DMP?**

You must put a note on your claim that states "documents uploaded in DMP" as well as a short description of the document. (Such as "To support medical necessity")

**6. Am I required to have a CHAMPS login to upload documents through DMP?**

Yes, to accommodate the screening process and the validation of provider information we require a login through CHAMPS.

**7. How do I know if a document is attached to a TCN?**

When making a claim inquiry in CHAMPS there is an icon in the form of a sheet of paper that will be numbered with how many documents are attached to the claim.

**8. What phone number should I put in as contact number?**

You must enter the phone number that you can be directly contacted at. It does not need to be a number that is connected with your enrollment.

**9. When submitting a claim through DDE I hit the UPLOAD DOCUMENT button at the end, it tells me my TCN is not available. Why?**

You can only attach documents to a TCN that is in 'pending' 'in process' or in 'Suspended' status. If your claim automatically sets to DENY or automatically gets PAID in CHAMPS, you cannot use the TCN to attach the document. You can still upload the document to DMP by associating it the beneficiary ID#. Attaching a document does not suspend the claim.

**10. Do I have to attach an EOB to my claim when billing Medicaid secondary or tertiary?**

No. When billing electronically, no attachment is necessary, as all required data must be included in the electronic submission showing the claim adjustment codes and monies that were on the EOB. If you are sending the EOB or remittance advice of the primary carrier when billing electronically this document does not make the claim suspend for manual review. It is a redundant step that does not need to be continued.

**11. Does attaching a document to a TCN make the claim suspend and manual review?**

No. CHAMPS logic flags claims to pending or suspending status and only then will be reviewed by a processor. This does not change with the addition of documentation/attachments.

**12. Does my document always show up immediately when I upload electronically?**

No not always, for larger documents they may be held in a QUEUE to be manually worked.

**13. If my claim denies for missing medical documentation, can I just upload into DMP without submitting a new claim?**

No. You can upload to DMP, but you will not receive payment until you send a new claim.

**14. Who do I contact if I am having trouble using DMP?**

Provider Support 1-800-292-2550 or email: [Providersupport@michigan.gov](mailto:Providersupport@michigan.gov)