CHAMPS
Document Management Portal (DMP)

October 2025

MDHHS

Michigan Department of Health & Human Services

"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

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Document Management Portal (DMP) Basics

The Document Management Portal (DMP) in CHAMPS is available to upload documents.

This tool allows providers and billers to submit supporting documentation electronically for Medicaid electronic claims.

DMP updated as of October 2025 with a new look and feel.

DMP Basics: What is DMP?

- The Document Management Portal (DMP) provides a browser-based interface to perform various tasks pertaining to submission of documents to Michigan Medicaid.

- DMP is only accessible through CHAMPS.

- MDHHS does not accept paper documentation via mail for any electronic claim.

Users accessing DMP can:

- DMP
  - Submit Documents
  - Send/Receive Messages for Predictive Modeling
  - View Document History
  - Create Fax Cover Sheets
  - Search Existing Documents
  - Receive Approval Notifications

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DMP Basics: Why use DMP?

- [Other Insurance Reporting Requirements](#)

- [DMP for Children's Special Healthcare Services (CSHCS)](#)

- [DMP FAQ's](#)

- There are several types of documents related to claim submission and processing that may need to be uploaded to DMP. A few common examples are:
  - Primary / Secondary Insurance EOB's
  - Consent / Sterilization forms
  - DME cost invoices
  - Supporting medical documentation
  - Predictive Modeling

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DMP Basics: DMP Access Points

- Once in CHAMPS , the DMP can be accessed through:
  - The External Links dropdown;
  - Entering a claim via Direct Data Entry (DDE);
  - The Claim Adjustment Provider option when adjusting a paid claim.

- Regardless of the method selected documents will be uploaded and stored under the NPI being used to access CHAMPS.

External Links

Adult Foster Care	Taxonomy Codes
CRNA	USPS
Claim Reason and Remark Codes	
DocFinder License Verification	
Document Management Portal	
Electronic Visit Verification	
Home Help Provider Resources	
MDHHS web site	
Medicaid Code and Rate Reference	
Michigan Provider License	

Note Pad | External Links ▾

Claims Direct Data Entry (DDE)

Submitted Professional Claim Details

- TCN:
- Billing Provider ID:
- Billing Provider Name:
- Beneficiary ID:
- Beneficiary Name:
- Date of Service:

Upload Documents | Print | Close

Claim Adjustment

Print | Help

Header TCN: 4125   000
Beneficiary ID: Name:

Show ▾

Header Details   Upload/View Documents

TCN:	4125 [ ] 000	Claim Type:		Source:	Web
Original TCN:	3125 [ ] 000	No Of Lines:	1	Related Cause:	NO
Bill Type:	0 * 1 * 4 * 7 *	Medicare:	N	Commercial:	N
Adjustment Source:		Pricing Rule:		Claim Status:	In Process

Beneficiary ID:	*	Last Name:		First Name:	
Gender:	M-Male *	DOB:	*	Age:	
Patient Control Number:	*	Medical Record Number:			

Benefit Plan:

| Billing Provider ID: | * | Type: | NPI * | From Date: | 06/02/2025 * | To Date: | 06/02/2025 * |
| Billing Provider | | | | | | | |

Adjust | Void | Save | Cancel

6

DMP Basics: DMP Landing page

- To get to the DMP Landing page click on External Links

- DMP will launch in a new window (make sure your pop-up blockers are turned off within the internet browser settings).
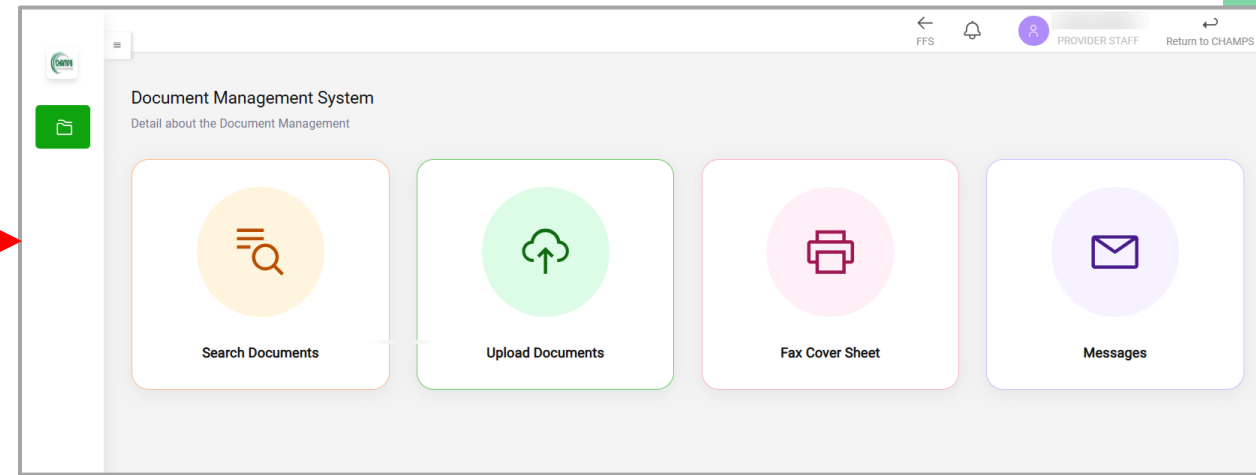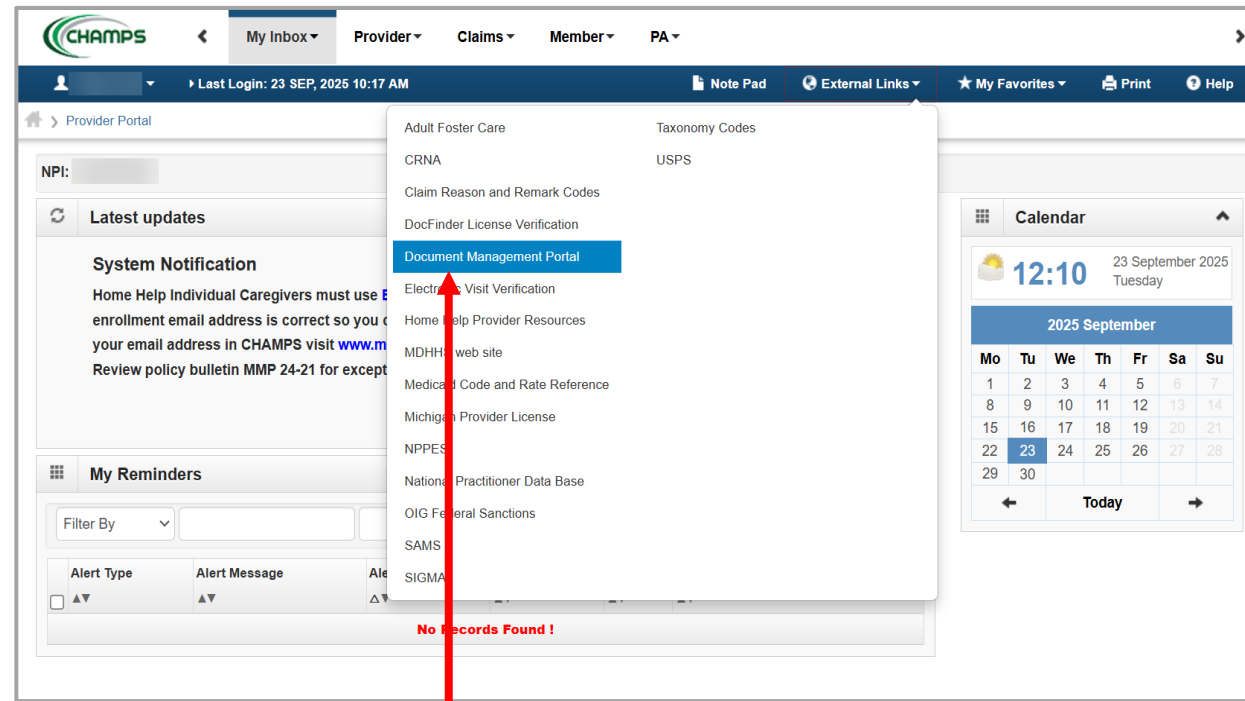
Search Documents

DMP offers users the ability to search for uploaded documents.

- [Document Management Portal (DMP) Resources](#)

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Search Documents

- Select Search Documents

- When DMP is launched, the NPI will be prepopulated based on the NPI selected at login.

- Search for documents by entering different data in the search fields. If no date is entered, the last 500 documents in history will display.

FFS

PROVIDER STAFF

Return to CHAMPS

Document Management System
Detail about the Document Management

Search Documents

Upload Documents

Fax Cover Sheet

Messages
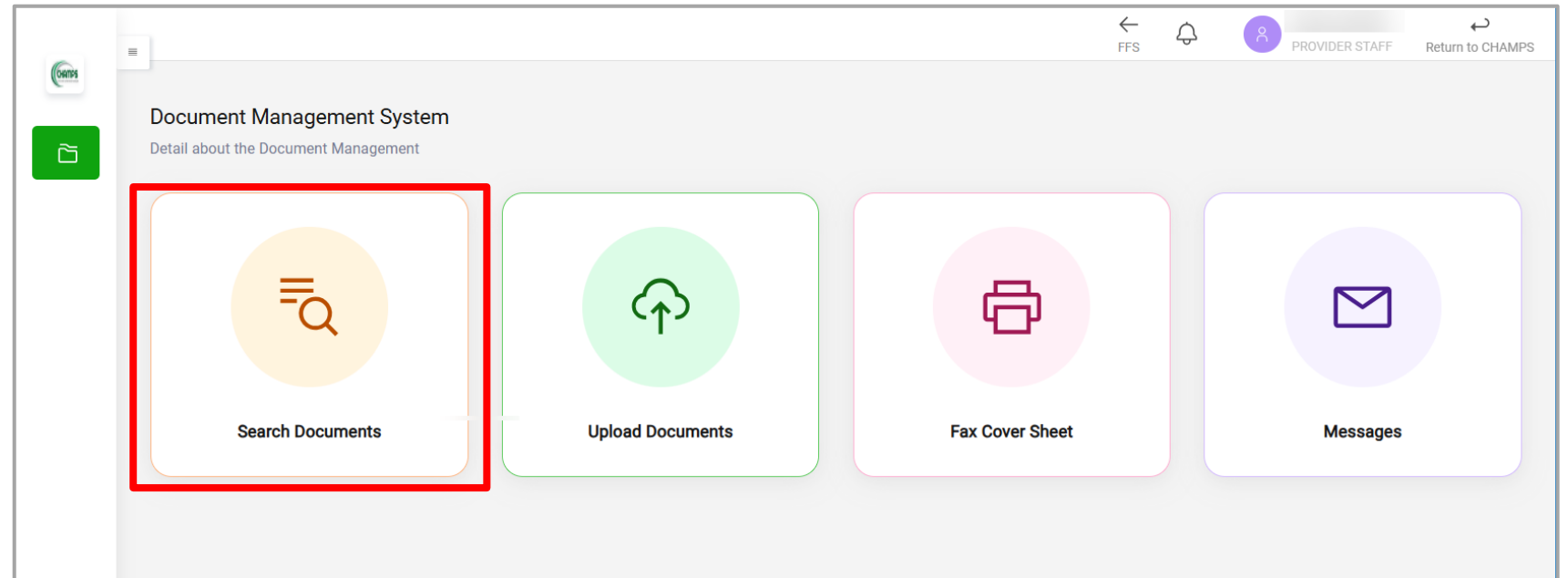
Search Documents

- Fill in a criteria to search for a specific document or utilize the range feature to look for multiple documents.

- Click Search.

Search Documents

- Documents will display.

- Take note of the Status column and View Message Column.

- From here users can verify if consent forms have been approved or if there may be a message to let you know additional documentation is needed for predictive modeling.

Upload Documents

There are times when providers need to upload forms, additional medical documentation, or include an Explanation of Benefits. This is where the upload feature comes into play.

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Upload Documents

When Uploading Documentation:

A maximum of 5 attachments are allowed per upload with a maximum size of 30 MB per attachment.

All upload instructions are located at the top of the DMP upload documents page in the instructions section.

All fields marked with an asterisk (*) are required.

Documents can be shared across 5 different NPI

Only TCN numbers that are listed in CHAMPS as in process or suspended are eligible to attach a document within DMP.
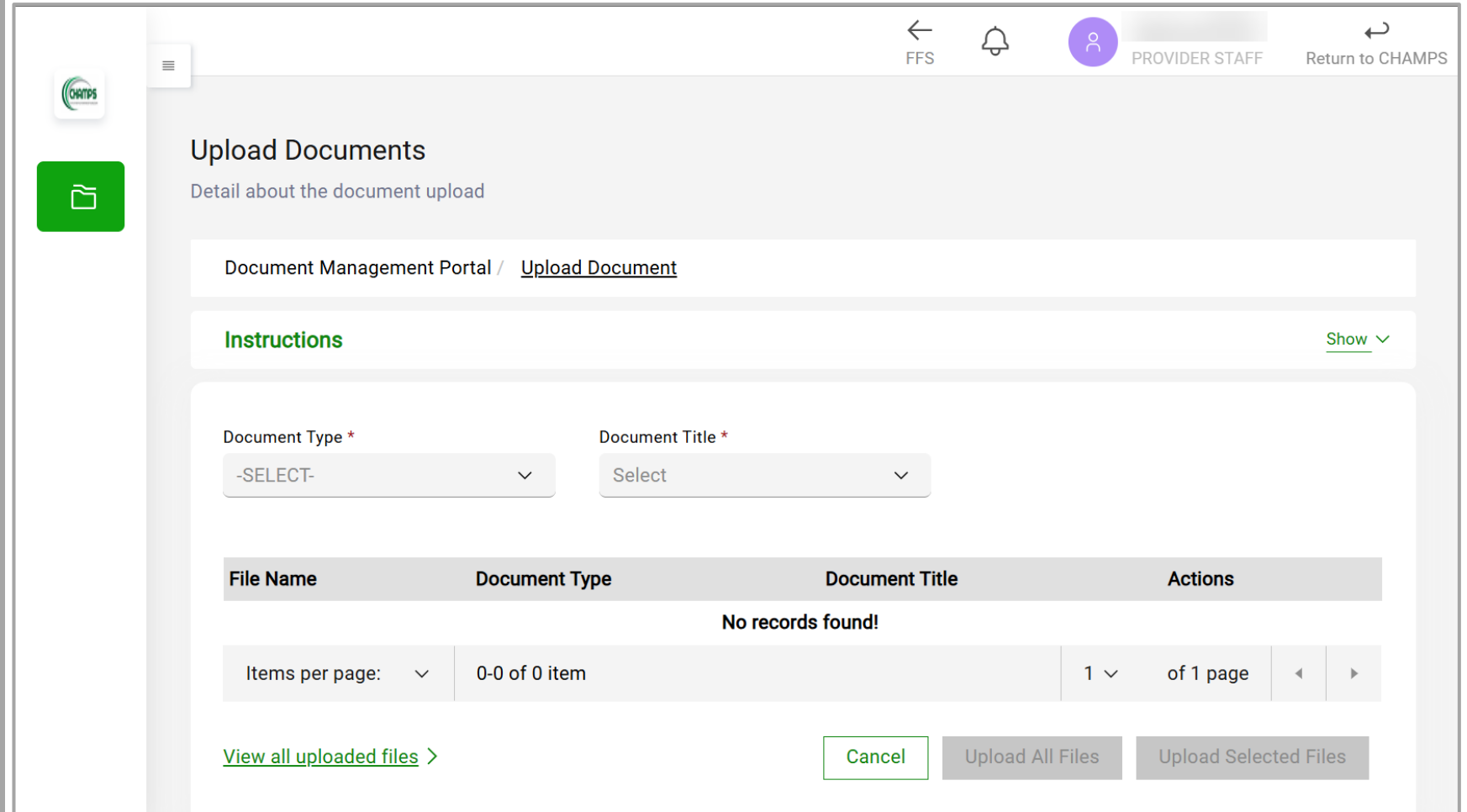
Upload Documents

- Click on Upload Documents

- Note: In circumstances where a procedure code requires supporting documentation or an EOB has been requested, providers need to add a claim note when submitting a claim that indicates "Documents sent via DMP."

- When submitting an electronic claim through a billing agent or a software vendor and the TCN number is unknown, please include the following note on the claim: "Documents sent via DMP (loop 2300 NTE segment)".

- Common Denials Provider Tip
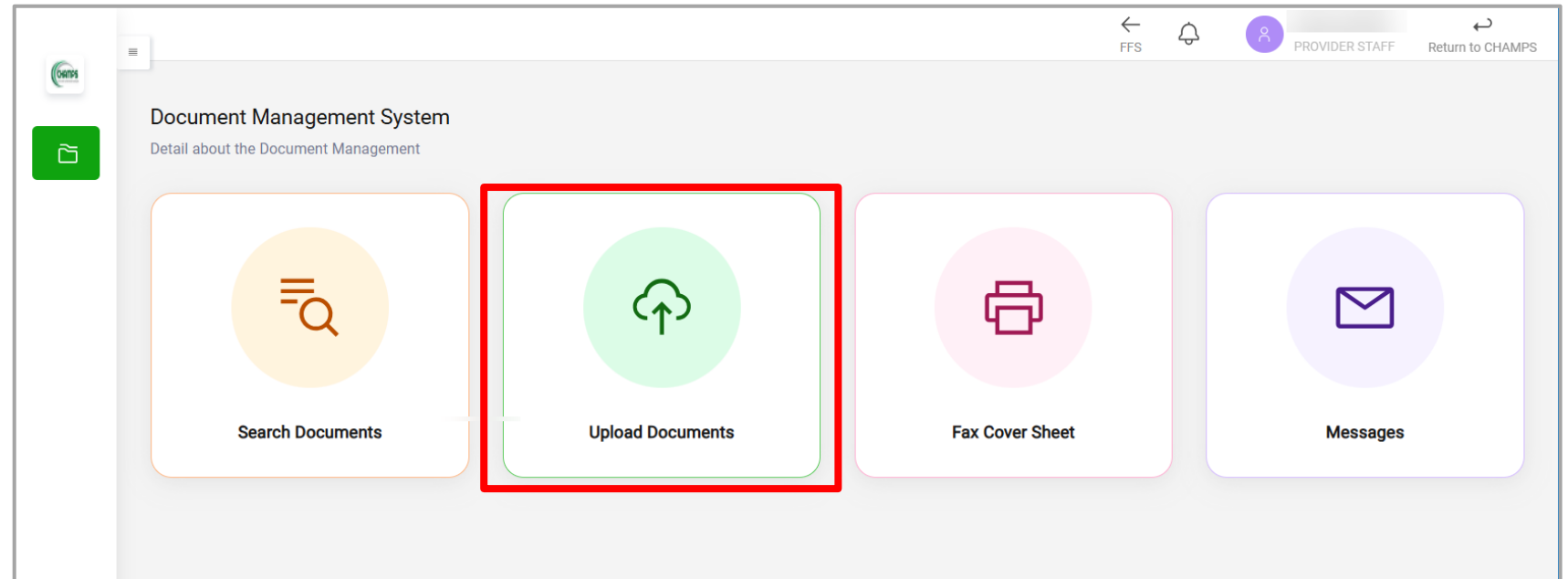
Upload Documents

- The Upload Documents page will display. To upload a document, select the Document Type and Document Title from the dropdown options.

- Based on the Document Type and Title selected additional fields may be required.

- Such as,
  - A TCN is required only when the Document Title is 'PREDICTIVE MODELING'.
  - If a TCN is entered it must be the header TCN (ending in 000).
  - The date of service is required only when the Document Type chosen is 'CLAIM'.

Upload Documents

- Enter the beneficiary ID.

- Click on the microscope icon to validate the Beneficiary ID and populate the First and Last Name.

- Enter all required fields marked with an asterisk(*).
  - Reminder, based on the Document Type and Title selected additional fields may become required.

- Click Validate.

Note: users can click the Show dropdown to review document upload instructions and requirements.

Upload Documents

- The Upload Files box will turn green allowing the user to upload a document(s).

- Users can drag a file to the upload file field drop location or browse for a file by clicking browse.

- Reminder
  - *a maximum of 5 attachments per upload .*
  - *a maximum of 30MB per attachment.*
  - *No spaces allowed in naming convention*
  - *Allowable file extensions for uploading: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .jpeg, and .zip.*

FFS

PROVIDER STAFF

Return to CHAMPS

Message

Testing 9/19
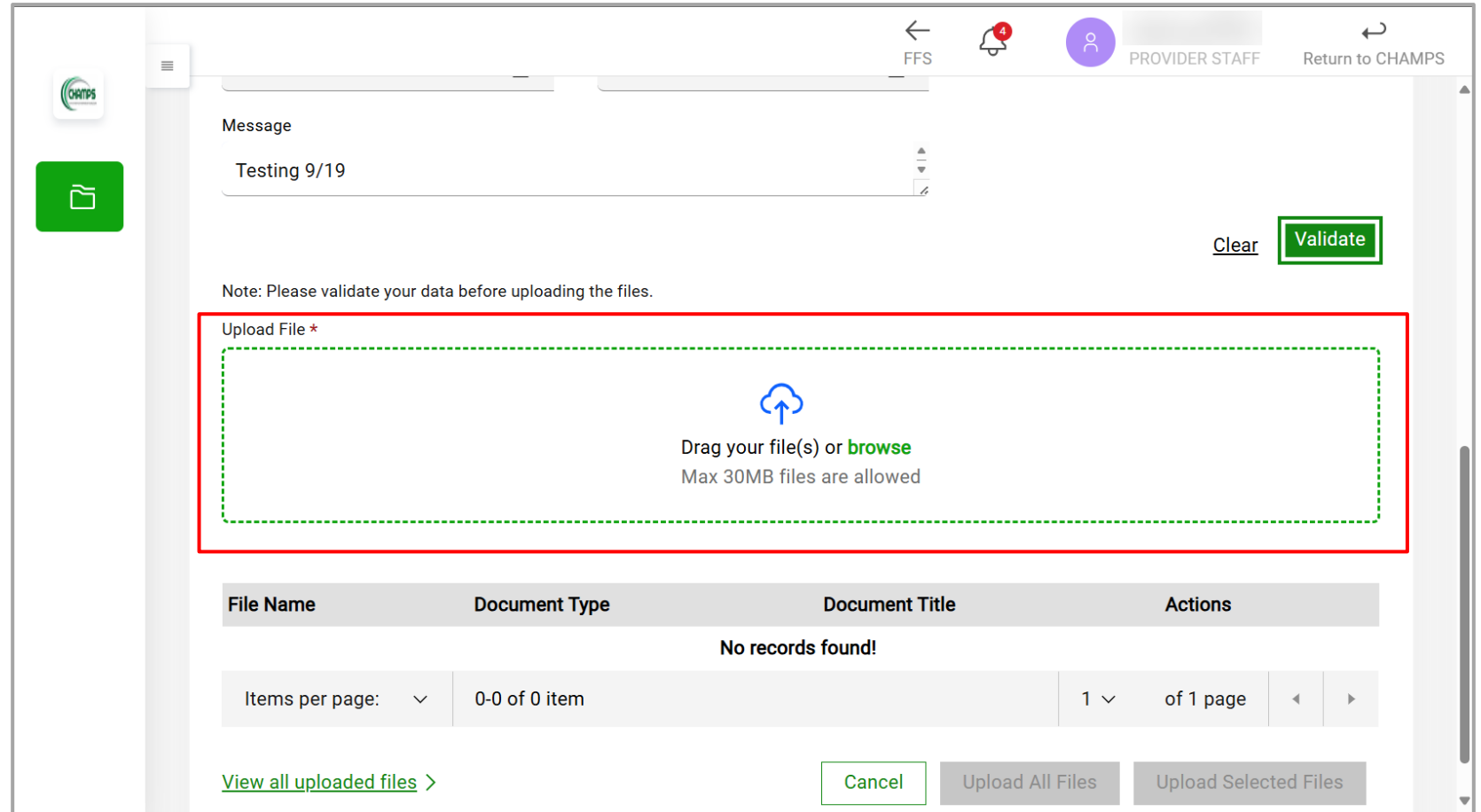
Clear   Validate

Note: Please validate your data before uploading the files.

Upload File *

Drag your file(s) or **browse**

Max 30MB files are allowed

File Name	Document Type	Document Title	Actions
No records found!			

Items per page: 0-0 of 0 item   1   of 1 page ◄ ►

View all uploaded files ›   Cancel   Upload All Files   Upload Selected Files

Upload Documents

- After the user has located the required documents and opened them, the Files will display within the File Name section.

- User can choose to upload all files at once or the other option is to select specific documents if there are more than five documents to upload or files are too large.
  - To select certain files, check the box to the left of the file name.
  - Select Upload Selected Files

- Click Upload All Files.

Upload Documents

- The system will display upload in progress and then the File Upload Summary will display.

- Review the status to confirm files were uploaded successfully.

- Click Close.

File Upload Summary

Document type: Claim 3

Document Type	Document Title	File Name	Document ID	Status
Claim	EOB Insurance	notes3.docx	20250923100004	Upload Successfully
Claim	EOB Insurance	notes2.docx	20250923100005	Upload Successfully
Claim	EOB Insurance	notes1.docx	20250923100006	Upload Successfully

Close

Upload Documents

- Users are then taken back to the Upload Documents screen.

- To access additional features in the DMP select the menu button (four lines) and select Document Management.

- The four DMP options will display.
  - Search Documents
  - Upload Documents
  - Fax Cover Sheet
  - Messages

Fax Cover Sheet

Steps on how to print a fax cover sheet to then fax documentation to MDHHS.

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Fax Cover Sheet

- For users that need to fax documentation select the Fax Cover Sheet option.

- A new fax cover sheet must be created for each document submission and each beneficiary.

- Do not use the same cover sheet for multiple beneficiaries or dates of service.
    - Re-using cover sheets will result in documents being attached to the incorrect beneficiary and/or claim and increase the likelihood of a claim being denied.
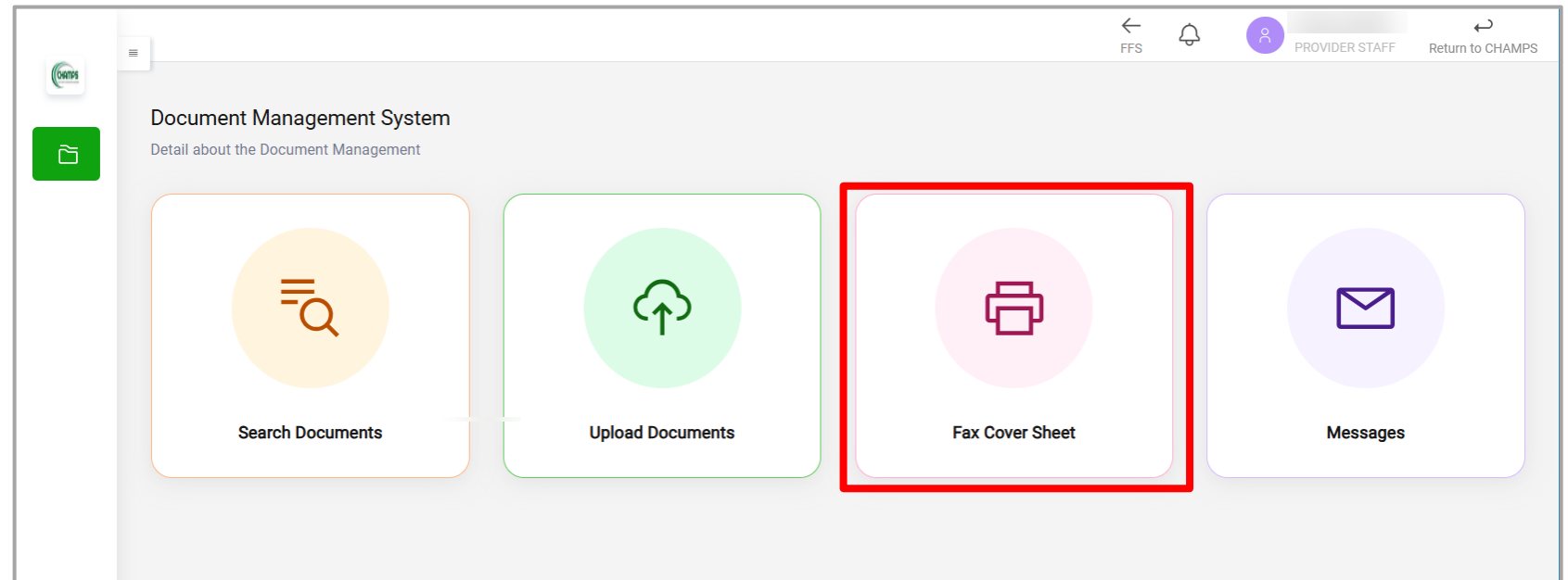
Fax Cover Sheet Upload Method

- Select the Document Type and Document Title from the dropdowns.

- Fill in the required fields marked with an asterisk (*).

- Click Submit.

Note: users can click the Show dropdown to review document upload instructions and requirements.

Fax Cover Sheet Upload Method

- Fax cover sheet confirmation will display.

- Click on View Details.

Fax Cover Sheet Upload Method

- The Fax Cover Sheet will display. Users can print from here or download and then print.

- Take the printed fax cover sheet and fax it with the appropriate documentation to the number on the top of the cover sheet.

- The barcode on each fax cover sheet is unique.

- Include the notation "Documents uploaded in DMP" in the Claim Note area (NTE02 Segment, Loop 2300) and Reference Code "ADD" (NTE01 Segment, Loop 2300) within the electronic claim.

- Allow 1 business day for document to be attached in DMP.

Download

ONLINE FAX COVER SHEET

Consent Forms Approval Area Fax Number: **855-452-3353**
Institutional Claim Documentation Review Area Fax Number: **855-452-3354**
Predictive Modelling Claim Documentation Review Area Fax Number: **855-452-3356**
Professional/Dental Claim Documentation Review Area Fax Number: **855-452-3355**

Fax Control Number	:	
		OF20 1
Beneficiary ID	:	
NPI	:	
TCN	:	
Document Type	:	Claim
Document Title	:	EOB Insurance
Date of Service	:	09/10/2025
Sender Name	:	
Sender Fax	:	
Sender Phone	:	

Any Questions, Call MDHHS Provider Inquiry: 1-800-292-2550

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MSA-0003-DMP(08-13)

Do not reuse the same fax cover sheet for multiple claims or dates of service.

Messages: Predictive Modeling Function

Messaging within the DMP application allows MDHHS staff to communicate to Medicaid providers and request documentation that is missing or inadequate to support the services rendered.

- [Predictive Modeling Provider Tip](#)

- [Predictive Modeling FAQ's](#)

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Messages: Predictive Modeling Function

- Predictive Modeling (PM) was implemented to identify billing irregularities prior to payment of a claim. In general, CHAMPS suspends any claim with a billing irregularity.

- Once the claim suspends for Predictive Modeling, the following CARC/RARC is appended to the claim for the initial documentation request
  - CARC 252: An attachment/other documentation is required to adjudicate this claim/service.
  - RARC N706: Missing documentation

- CHAMPS generates a Predictive Modeling medical request letter that is then sent to the provider.

- When the PM letter is issued, the provider has 45 calendar days to upload the necessary medical records/documentation through the Document Management Portal (DMP) to the TCN that is being audited. Reference [Upload Document section](#).
  - The messaging function is only utilized for medical documentation submitted via DMP or FAX. Not mail.

- The PM documentation is reviewed. If determined documentation is missing and/or additional information is needed, another edit is appended to the claim. A message is sent through the DMP to advise additional information is needed. The provider has 10 business days from the additional information request to respond.
  - The DMP message is sent to the person that uploaded the medical documentation.

Messages: Predictive Modeling Function

- The provider will receive an email notification when a new message is in the DMP message inbox.
  - The email notification is sent to the email address associated to the MiLogin user ID in CHAMPS.
  - Make sure that the MDHHS email address is saved in your address book to eliminate messages going to SPAM or JUNK.
    - MDHHS-MedicaidPayments@Michigan.gov

- To view messages, click the Messages tab in DMP or to see recent notifications, click on the bell at the top right.
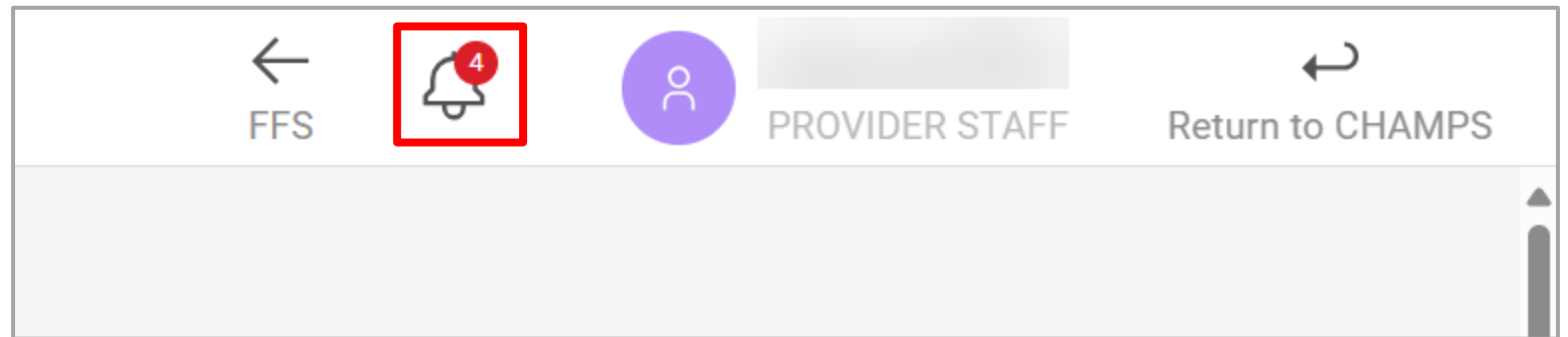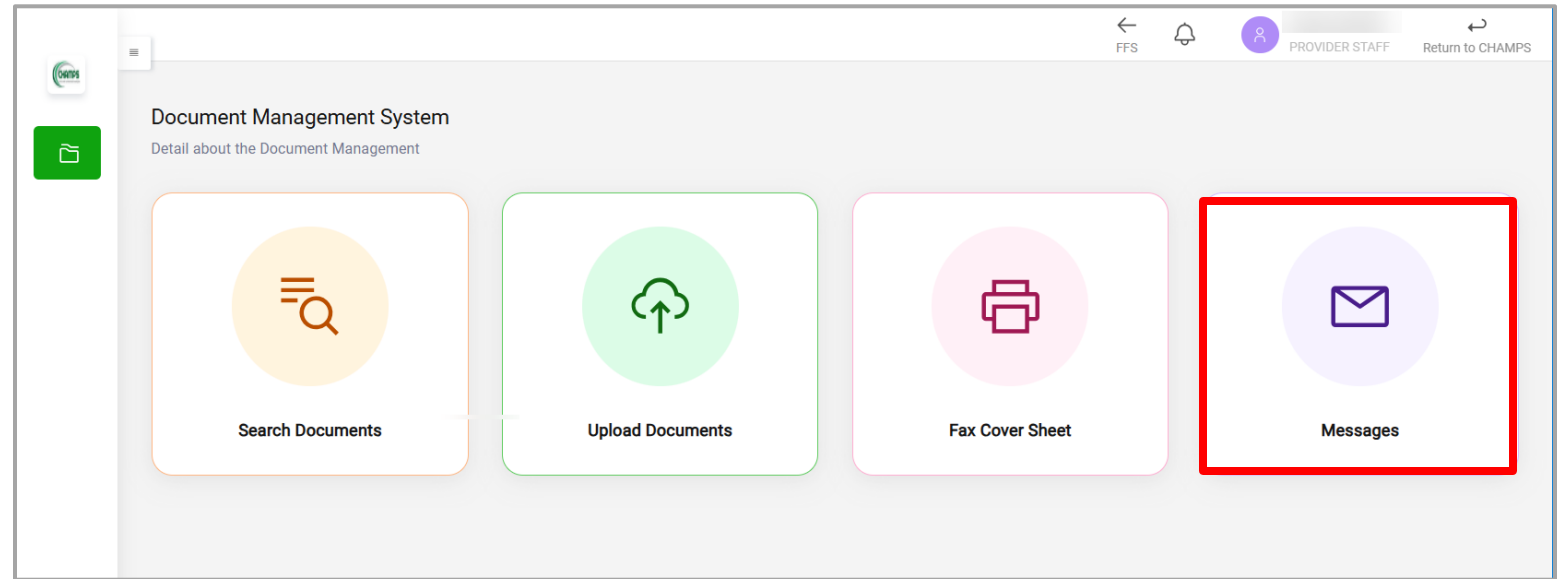
Messages: Predictive Modeling Function

- Messages will display.

- Click on the blue hyperlink within the Messages column to review a message.

Messages: Predictive Modeling Function

- The detailed message will display.

- To reply click on Reply.
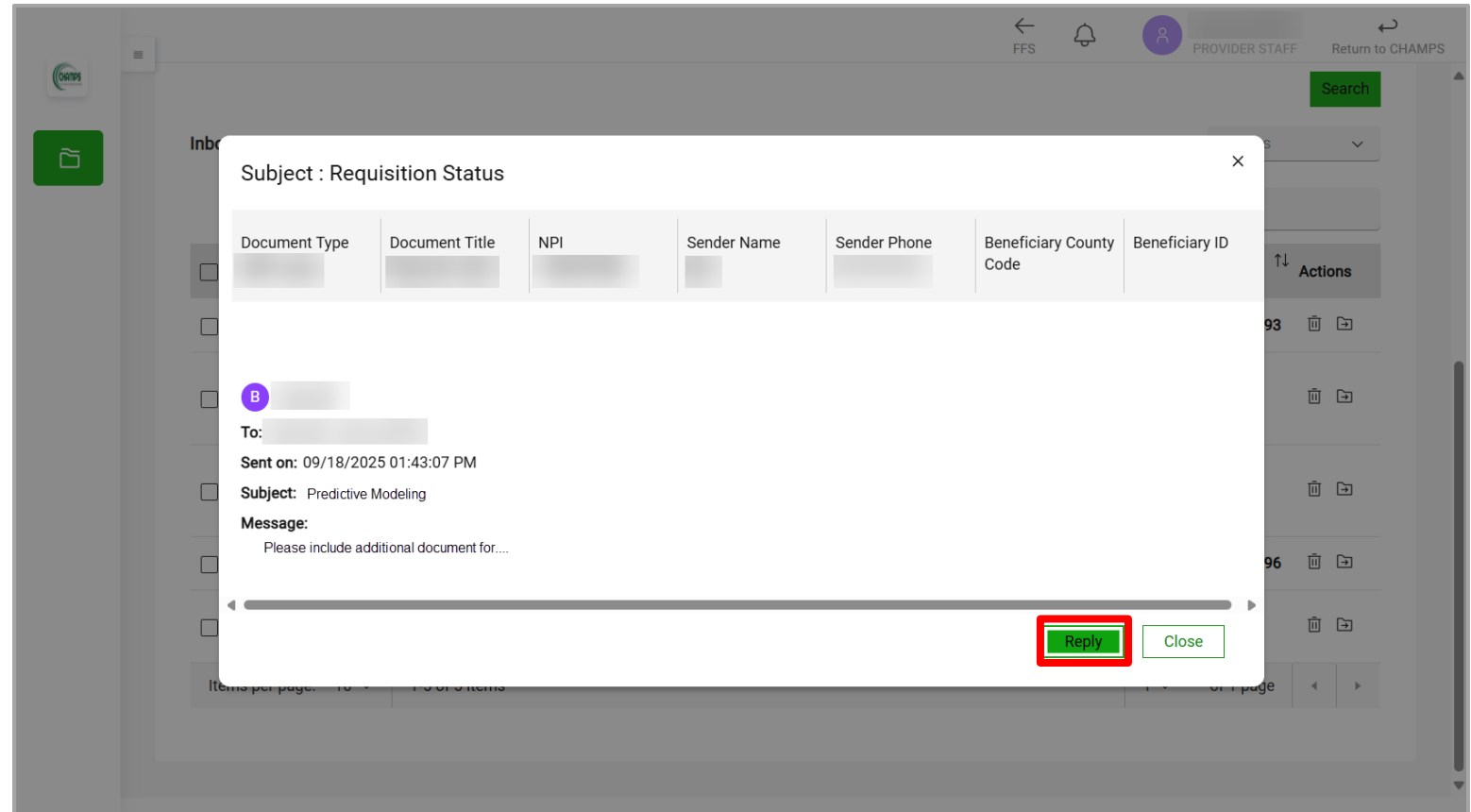
Messages: Predictive Modeling Function

- When clicking on Reply, a message box will display to type your message.
  - Click on Send.
  - A pop up will display that says message sent successfully and you will be returned to the Messages screen.

Messages: Predictive Modeling Function

- Note, the message will no longer be bolded.

- To review sent, deleted, or archived messages, scroll to the top and click on each of the tabs labeled Sent, Deleted, Archived.

DMP Access Points

There are two additional ways to access DMP:

- Entering a claim via Direct Data Entry (DDE)
- Claim Adjustment

External Links Access Point

- Reminder the main way to get to DMP is to click on the External Links dropdown.

- Select Document Management Portal.

- DMP will launch in a new window (make sure your pop-up blockers are turned off within the internet browser settings).

Claims Direct Data Entry (DDE) Access Point

- Another way to access DMP is by entering in a claim. Once all necessary information is entered in either the Professional, Institutional, or Dental claim screen via Direct Data Entry (DDE), a user can click submit.

- A pop-up window will display.

- Click the Upload Documents Button to launch the DMP.

- [CHAMPS Direct Data Entry (DDE)](#)

Claims Direct Data Entry (DDE) Access Point

- DMP will open the Upload Documents page in a new window.
  - The Beneficiary ID, First and Last Name from the claims data will prepopulate.

- Select the Document Type and Title and fill in the required data marked with an asterisk (*).
  - Note: the NPI and TCN will prepopulate

- Click on Validate

- Select a document(s) to upload

- Click on Upload All Files or Upload Selected Files and confirm the Status of the files have successfully uploaded.

- Click Return to CHAMPS to return to the DDE claim submission.

Claim Adjustment Access Point

- Lastly, DMP can be accessed from the Claims tab, under the Manage Claims section, select Adjust/Void Claim Provider.

- Enter the paid status Header TCN (TCN ending in all zeros) that needs to be adjusted.

- Make any changes to the claim that are necessary. Once changes have been made, click save.

- The new TCN will display at the top left part of the page and will begin with a 4.

- Click the Upload/View Documents button to launch the DMP.

- Manage Claims-Adjust/Void

Claim Adjustment Access Point

- DMP will open the Upload Documents page in a new window.
  - The Beneficiary ID, First and Last Name from the claims data will prepopulate.

- Select the Document Type and Title and fill in the required data marked with an asterisk (*).
  - Note: the NPI and TCN will prepopulate

- Click on Validate

- Select a document(s) to upload

- Click on Upload All Files or Upload Selected Files and confirm the Status of the files have successfully uploaded.

- Click Return to CHAMPS

- User will be routed back to the adjust claim screen to submit the claim adjustment.

Provider Resources

MDHHS website:
www.michigan.gov/medicaidproviders

We continue to update our Provider Resources:

CHAMPS Resources

Listserv Instructions

Medicaid Provider Training

Provider Alerts

Provider Enrollment Website

Provider Support:

ProviderSupport@Michigan.gov

1-800-292-2550

Thank you for participating in the Michigan Medicaid Program