

CHAMPS

101:

PA Tab



“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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Overview: My Inbox Landing Page

- Access MILogin: <https://milogintp.Michigan.gov>
- Access CHAMPS
 - Select Domain and Profile
- Once at the My Inbox Landing Page:
 - Click the PA tab
- From the PA tab dropdown select one of the following:
 - PA Request List
 - PA Inquire

The screenshot displays the CHAMPS My Inbox Landing Page. The navigation bar includes tabs for My Inbox, Provider, Claims, Member, and PA. The PA tab is selected, and a dropdown menu is open showing 'PA REQUEST LIST' and 'PA INQUIRE'. A system notification banner is displayed, stating: 'Due to R10c-1.7.0.2 Release, the CHAMPS system will be down between 7:00 PM EST Friday, November 1st through 2:00 AM EST Saturday, November 2nd, 2019. This outage will affect the CHAMPS system access for all functionality.' Below the notification is a 'My Reminders' section with a table that shows 'No Records Found!'. A calendar widget on the right shows the date 7 November 2019, Thursday, with a time of 07:25.

This presentation, including the screen captures, are based on the CHAMPS Full Access Profile. Additional features and tabs will vary based on the profile selected.

PA Request List

There may be occasions when a beneficiary requires services beyond those ordinarily covered by Medicaid or needs a service that requires prior authorization (PA).

In order for Medicaid to reimburse the provider in this situation, MDHHS requires that the provider obtain authorization for these services before the service is rendered.

PA Request List

- The PA Request List option is good for providers who are unsure of a tracking number or would like to look up a PA using other resources like a beneficiary name.
- Reference the Medicaid Providers webpage >> CHAMPS >> [Prior Authorization](#) for additional resources

The screenshot shows the CHAMPS Provider Portal interface. At the top, there is a navigation bar with the CHAMPS logo and several menu items: My Inbox, Provider, Claims, Member, and PA. The PA menu is currently selected, and a dropdown menu is visible with two options: PA REQUEST LIST (highlighted with a red arrow) and PA INQUIRE. Below the navigation bar, there is a header section with fields for NPI and Name. The main content area is divided into several sections: Latest updates, System Notification, and My Reminders. The System Notification section contains a blue banner with the following text: "Due to R10c-1.7.0.2 Release, the CHAMPS system will be down between 7:00 PM EST Friday, November 1st through 2:00 AM EST Saturday, November 2nd, 2019. This outage will affect the CHAMPS system access for all functionality." The My Reminders section includes a filter by dropdown, a Go button, and a table with columns for Alert Type, Alert Message, Alert Date, Due Date, and Read. The table currently displays "No Records Found!". On the right side of the interface, there is a calendar widget showing the date 7 November 2019 (Thursday) and a calendar grid for the month of November 2019.

PA Request List

- The PA request list function brings back any PA submitted by the NPI you are logged into CHAMPS under. Therefore, to make looking for a specific PA easier a user can filter for a specific Beneficiary ID, Beneficiary Name, Tracking number, Request Date, and/or Status of a PA.
- Simply select the dropdown arrow next to Filter By and select the criteria to search by. Users can use up to three search criteria.
- If a user is unable to locate a PA submission for a beneficiary, a new PA may need to be submitted.
 - Select Add New Request
 - For further instruction on how to complete via Direct Data Entry (DDE) a PA in CHAMPS reference [CHAMPS Prior Authorization presentation](#)

The screenshot displays the CHAMPS web application interface for the PA Request List. The top navigation bar includes the CHAMPS logo and menu items: My Inbox, Provider, Claims, Member, and PA. Below the navigation bar, there are utility links: Note Pad, External Links, My Favorites, Print, and Help. The main content area is titled "PA Request List" and features a "Close" button and a red-bordered "Add New Request" button. A search filter section is present with "Filter By" dropdowns and a "Go" button. A table displays a list of PA requests with columns for Org, Beneficiary ID, Beneficiary Name, Tracking No., Request Date, Status, NPI/ID, and Upload. The table shows several rows of data, including PA - MPRO requests from 2012 and 2014. At the bottom, there are controls for "View Page: 1", "Page Count", "SaveToXLS", and navigation buttons for "First", "Prev", "Next", and "Last".

PA Inquire

PA Inquire allows providers to check on the status of submitted PA requests or query completed PAs on file.

Up to seven years of PA history is accessible to providers in CHAMPS.

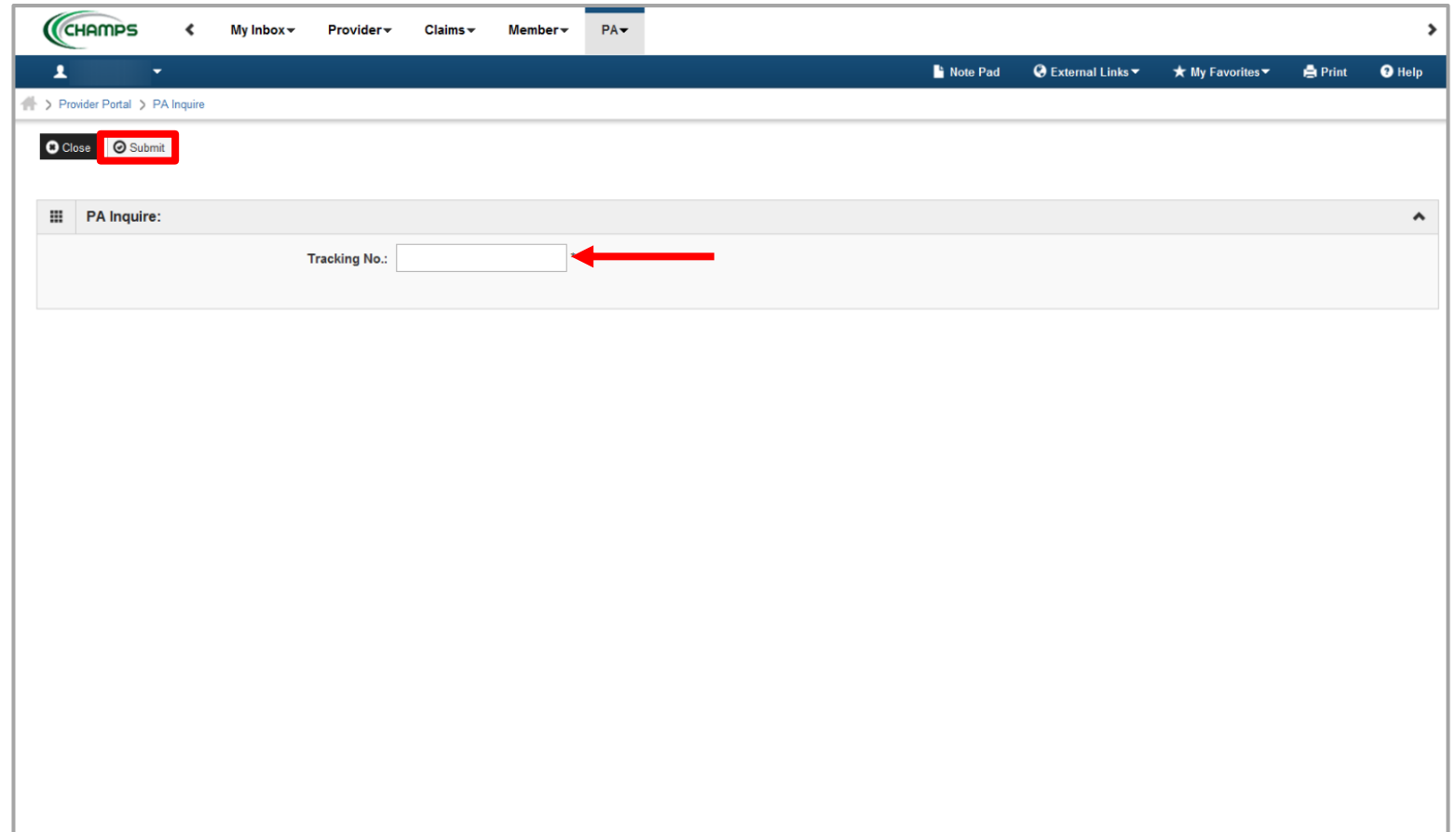
PA Inquire

- Requests for PA (except pharmacy) may be submitted in writing, via Direct Data Entry (DDE) through CHAMPS, or electronically.
- Once a PA request is successfully submitted, a provider will receive a tracking number. This tracking number cannot be used for claims until it is approved.
- To determine if a PA request has been approved, denied, or returned, select PA Inquire from the PA tab dropdown.

The screenshot displays the CHAMPS Provider Portal interface. At the top, there is a navigation bar with tabs for 'My Inbox', 'Provider', 'Claims', 'Member', and 'PA'. The 'PA' tab is selected, and a dropdown menu is open, showing options for 'PA REQUEST LIST', 'PA Request List', 'PA INQUIRE', and 'PA Inquire'. A red arrow points to the 'PA Inquire' option. Below the navigation bar, there is a 'Latest updates' section with a system notification: 'Due to R10c-1.7.0.2 Release, the CHAMPS system will be down between 7:00 PM EST Friday, November 1st through 2:00 AM EST Saturday, November 2nd, 2019. This outage will affect the CHAMPS system access for all functionality.' Below the notification is a 'My Reminders' section with a table that currently shows 'No Records Found!'. On the right side of the interface, there is a 'Calendar' widget showing the date '7 November 2019 Thursday' and a calendar grid for November 2019.

PA Inquire

- Enter the PA Tracking number received after successfully entering in a PA.
- Click Submit



The screenshot shows the CHAMPS web application interface. At the top, there is a navigation bar with the CHAMPS logo and several menu items: My Inbox, Provider, Claims, Member, and PA. Below this is a secondary navigation bar with icons for Note Pad, External Links, My Favorites, Print, and Help. The main content area is titled "PA Inquire" and contains a "Close" button and a "Submit" button, both highlighted with red boxes. Below these buttons is a form field labeled "Tracking No.:" with a red arrow pointing to the input box.

PA Inquire

- After submitting the tracking number in question, the PA Utilization page will display.
- The PA Utilization page will display the Beneficiary Name, Authorization Status, code(s) requested, the date span for the approved code(s), and if there are multiple codes, specifically which codes have been approved, denied, or returned for more information.
- For detailed Prior Authorization information visit the [MI Medicaid Provider Manual](#), Chapter General Information for Providers, Section 10 – Prior Authorizations.

CHAMPS

My Inbox ▾ Provider ▾ Claims ▾ Member ▾ PA ▾

Last Login: 06 FEB, 2020 10:42 AM

Note Pad External Links ▾ My Favorites ▾ Print Help

Provider Portal > PA Inquire > PA Utilization

Close

PA Utilization

Tracking No: [REDACTED] Authorization Status: Approved

Beneficiary ID: [REDACTED] Beneficiary Name: [REDACTED]

Service: [REDACTED] Organization: PA - MDHHS

Request Date: 08/01/2019 Last Updated Date: 11/07/2019

Service Start Date: 02/25/2020 Service End Date: 02/25/2020

Requestor NPI: [REDACTED] Requestor Name: [REDACTED]

Requestor ID: [REDACTED] Source of Request: DDE

Line #	Servicing Prov NPI	Servicing Prov ID	Service TRN	Code	Mod1	Mod2	Mod3	Mod4	ToothNum	Reqst Units	Reqst \$ Amount	Auth Units	Auth \$ Amount	From Date	To Date	Status
01	[REDACTED]	[REDACTED]	[REDACTED]	19318						2	38,876.00	2	0.00	02/25/2020	02/25/2020	Approved

View Page: 1 Go Page Count SaveToXLS Viewing Page: 1 First Prev Next Last

Provider Resources



MDHHS website:

www.michigan.gov/medicaidproviders



**We continue to update our
Provider Resources:**

[CHAMPS Resources](#)

[Listserv Instructions](#)

[Provider Alerts](#)

[Medicaid Provider Training Sessions](#)



Provider Support:

ProviderSupport@Michigan.gov

1-800-292-2550



**Thank you for participating in the Michigan Medicaid
Program**