Manage Individual, Group, FAO, And Billing Agent
Provider Quick Reference

Business Rules

o All modification requests must be submitted for **State Review** within **7 calendar days** of the start date or they will be deleted.

o Within the application, the required fields are marked with an asterisk **(*)**.

o When using the **Filter By** feature, the percent sign **(%)** acts as a wildcard. It can be used in conjunction with search criteria or by itself. The wildcard does not work on date fields.

o Enter the **Start** and **End Dates** using the **mm/dd/yyyy** format.

o Use the **Undo Update** button to undo changes one step at a time.

o Use the **Cancel** button to close out of a window, **DO NOT** click the ☒ to exit the page. If the ☒ button is used by mistake, press the **F5** button on your keyboard to refresh the page.

o Contact the **CHAMPS Hotline** at **1-888-643-2408** or **CHAMPS@michigan.gov** to receive expert assistance.

Action	Manage Provider - Login	Notes
Login to CHAMPS	1. Access **CHAMPS** using **SSO** 2. Follow **CHAMPS** login screen prompts	• Must apply for access to **CHAMPS** System.

Action	Manage Provider – Modify and Submit Provider Records	Notes
Modify and Submit Provider Records Via the Business Process Wizard	1. Click the **Manage Provider Information** hyperlink 2. Click on the desired **Business Process Wizard Step** and make your desired changes 3. Click the **Save** `Save` button 4. Click the **Close** `Close` button. The page refreshes and returns to the **Business Process Wizard** page 1. Click the **Complete Modification Checklist** hyperlink from the Business Process Wizard 2. Answer each question by selecting appropriate answer from the **Answer** drop-down list 3. Add comments in **Comments** section if required 4. Click the **Save** `Save` button 5. Click the **Close** `Close` button 6. Click the **Submit Modification Request for Review** hyperlink 7. Click the **Submit for Modification** `Submit for Modification` button 8. Click **OK** on pop-up message. The page refreshes and returns to the **Business Process Wizard**	• The **Group Business Process Wizard** is shown below. Step 1: Provider Basic Information Step 2: Locations Step 3: Specialties Step 4: Mode of Claim Submission Step 5: Associate Billing Agent Step 6: Ownership Details Step 7: Taxonomy Details Step 8: View Servicing Provider Details Step 9: Complete Modification Checklist Step 10: Submit Modification Request for Review

Action	Manage Provider – View Servicing Provider Details (Group and FAO)	Notes
View Servicing Provider Details	1. Click the **Manage Provider Information** hyperlink 2. Click the **View Servicing Provider Details** hyperlink 3. Click the **Close** Close button.	• The **View Servicing Provider Details** hyperlink shows **Groups** and **FAO's** a list of which **Providers** have associated to their **NPI.** • The **View Servicing Provider Details** hyperlink is only listed on the **Business Process Wizard** for a **Group** and **FAO**.