CHAMPS Provider Enrollment Instructions

EVV Atypical Agency & Fiscal Intermediary Enrollment



"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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Register for MiLogin and CHAMPS for New Providers (slides 5-22)



New EVV Atypical Agency and Fiscal Intermediary Enrollment (slides 23-85)



Track Existing Application (slides 86-95)



Provider Resources



Checklist

The CHAMPS Provider Enrollment application must be completed within 30 days

For anyone who wants to become a newly enrolled EVV Agency or Fiscal Intermediary (FI):

- ☐ Have paper and a writing utensil nearby
- ☐ Register with SIGMA Financial (Slide 3)
- ☐ Create a MILogin user ID and password (Slides 4-17)
- ☐ Gain access to CHAMPS (Slides 17-22)
- ☐ Fill out the Provider Enrollment Application (Slides 23-91)
- ☐ Track your Application (Slides 92-99)
- ☐ Application Approved (Slide 100)

Call the Provider Support Helpline if you need additional help 1-800-979-4662



Prior to enrolling in CHAMPS

Agency providers and FIs will want to ensure they are enrolled in SIGMA Vendor Self-Service (VSS) prior to enrolling within CHAMPS.

- SIGMA VSS website: www.Michigan.gov/SIGMAVSS
- If you have questions regarding this current process, contact the Vendor Support Call Center at 1-888-734-9749 or email <u>SIGMA-Vendor@Michigan.gov</u>

After completing SIGMA registration allow 3-5 business days to begin and complete the CHAMPS application. If you attempt to enroll in CHAMPS during this time, you may get an error when validating your information.

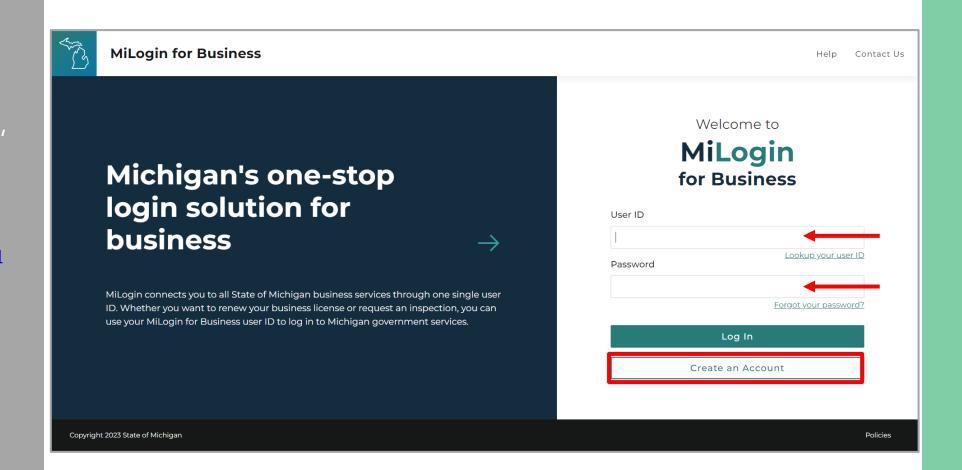


MiLogin is the State of Michigan Identity, Credential, and Access Management (MICAM) solution. All users who need access to the information within CHAMPS must obtain a MiLogin User ID and Password.

The Community Health Automated Medicaid Processing System (CHAMPS) is the MDHHS web-based, rules-driven, real-time adjudication Medicaid Management System. CHAMPS is comprised of the following subsystems: Provider Enrollment, Eligibility and Enrollment, Prior Authorization, Claims and Encounters, and Contracts Management.



- Open your web browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox, etc.).
- Enter
 <u>https://milogintp.Michigan.g</u>
 <u>ov</u> into the search bar.
- Click create an account.



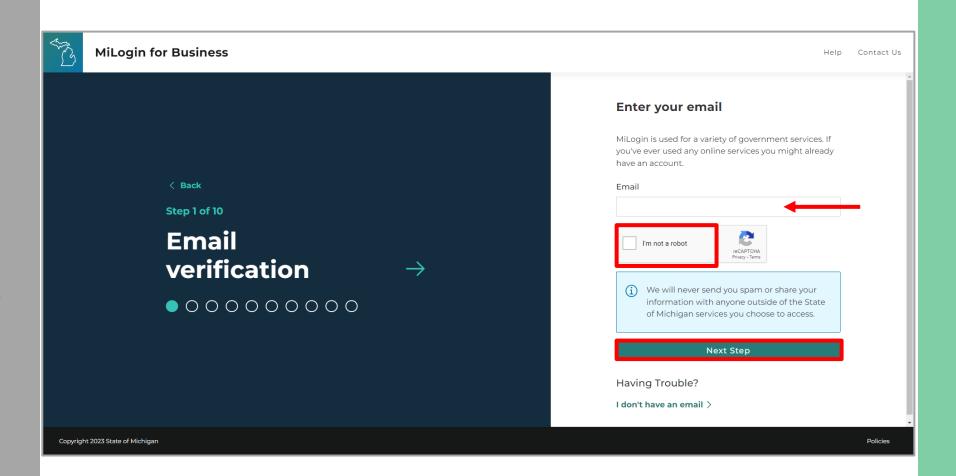


- Enter an email address.
- Check the 'I'm not a robot' checkmark.
- Click Next Step.

Don't have an email address? There are several email providers who offer an email address and services at no cost. A few popular email providers are listed below.

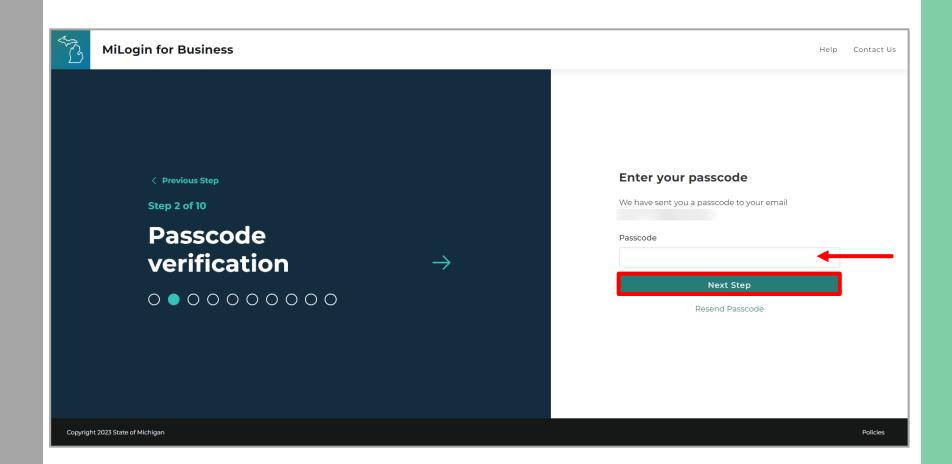
- Gmail: https://www.google.com/gmail/ about/#
- Yahoo Mail: https://login.yahoo.com/account/create
- Microsoft Live Hotmail: https://outlook.live.com/owa/

These commercial provider organizations are not affiliated with the State of Michigan. Your email messages will not be stored on the State of Michigan systems.



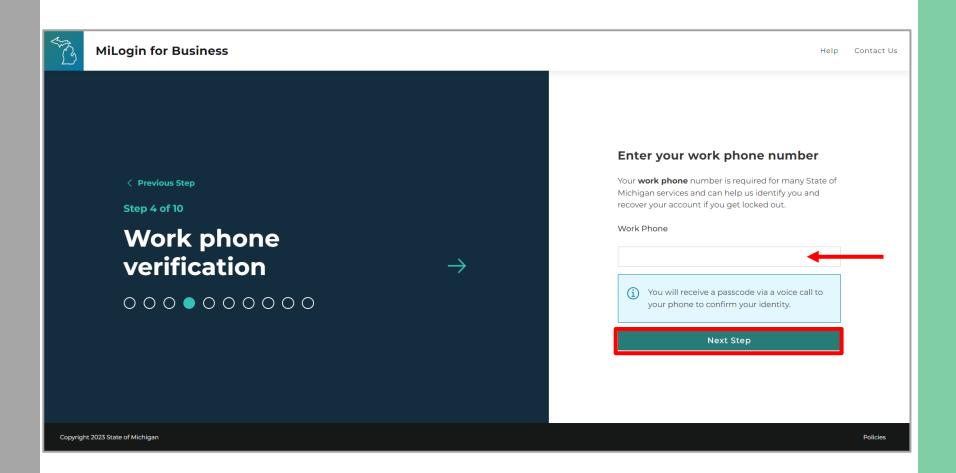


- Enter the Passcode that was sent to the email address.
- Click Next Step.
- If the passcode was not sent select the Resend Passcode link.



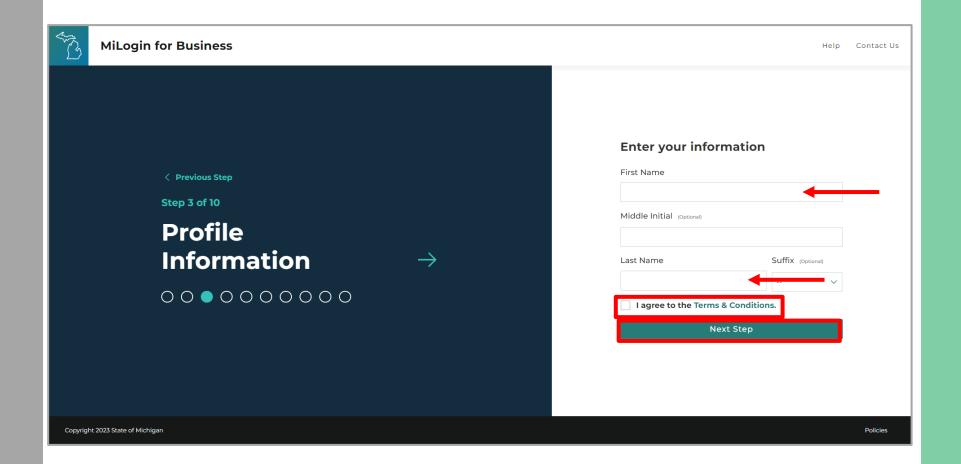


- Enter the Work Phone number.
- Click Next Step.



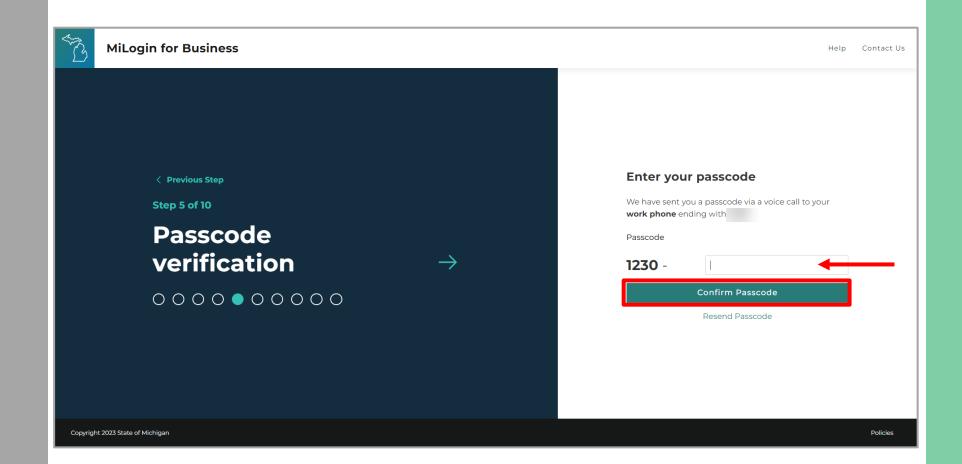


- Enter the User's First, optional Middle Initial, and Last name.
- Review the terms and conditions and click the 'I agree' checkbox.
- Click Next Step.



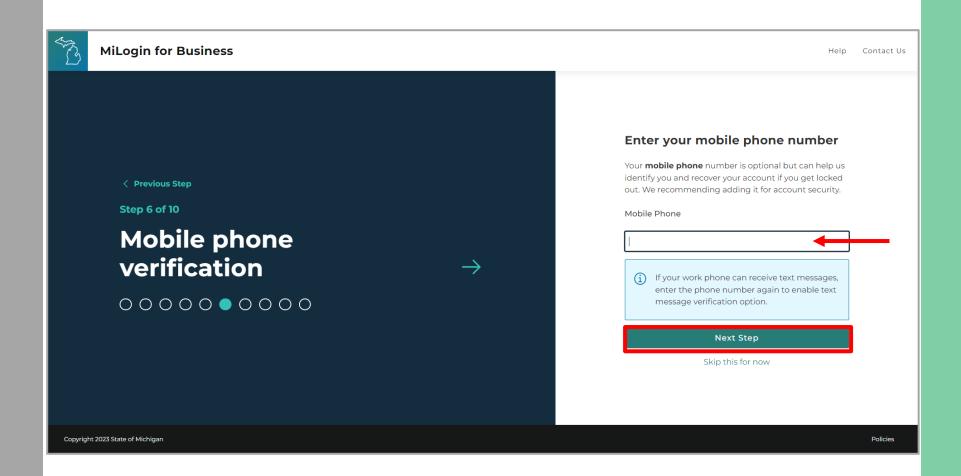


- A phone call will be made to the work phone number.
- Enter the Passcode.
- Click Confirm Passcode.
- If the call was missed, click the Resend Passcode to receive another phone call.



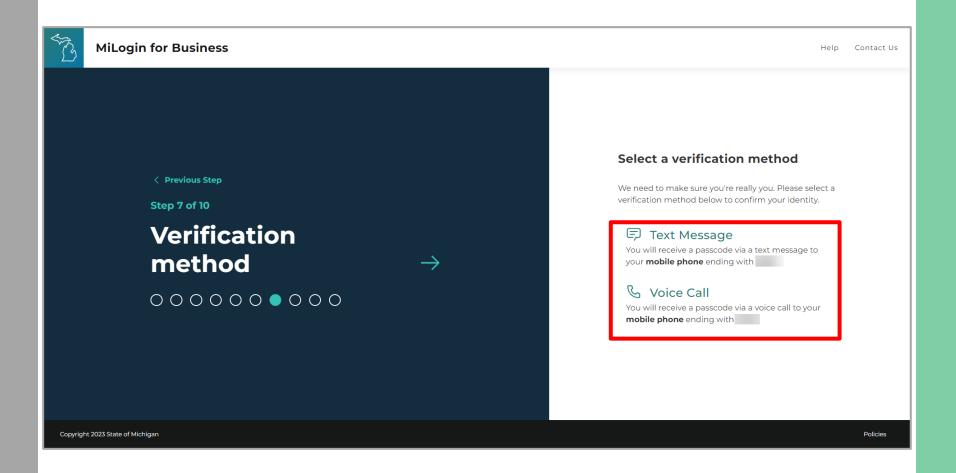


- Enter the mobile phone number.
 - This is an optional step and can be completed later by clicking the 'Skip this for now' link.
- Click Next Step.



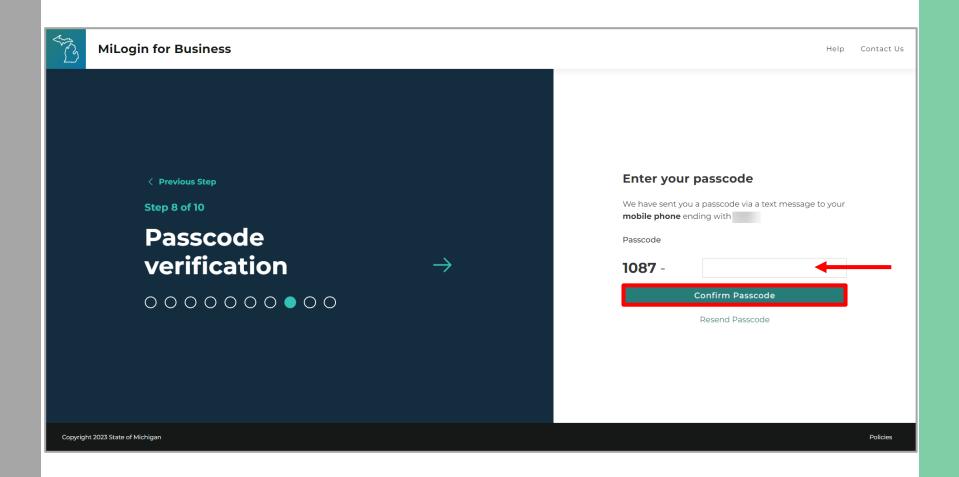


 Select either the Text Message or Voice Call verification method.



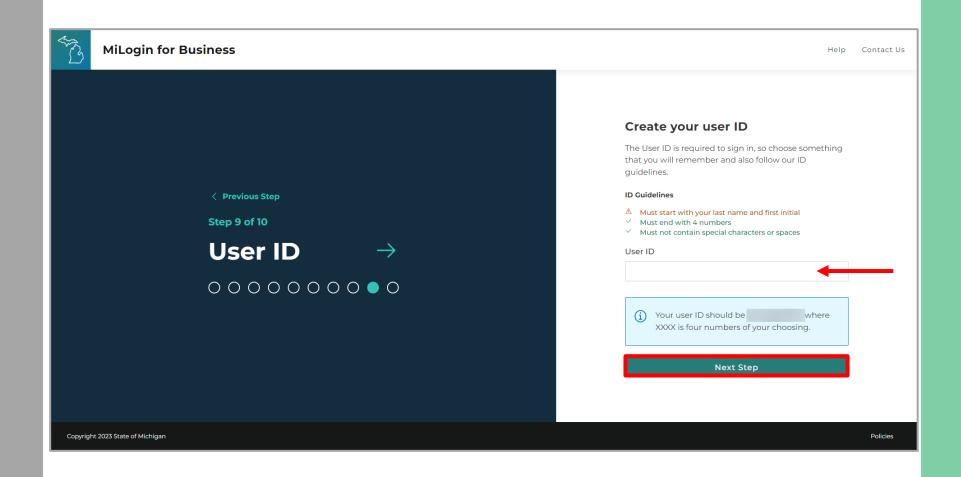


- Enter the Passcode sent to the mobile phone number on file.
- Click Confirm Passcode.



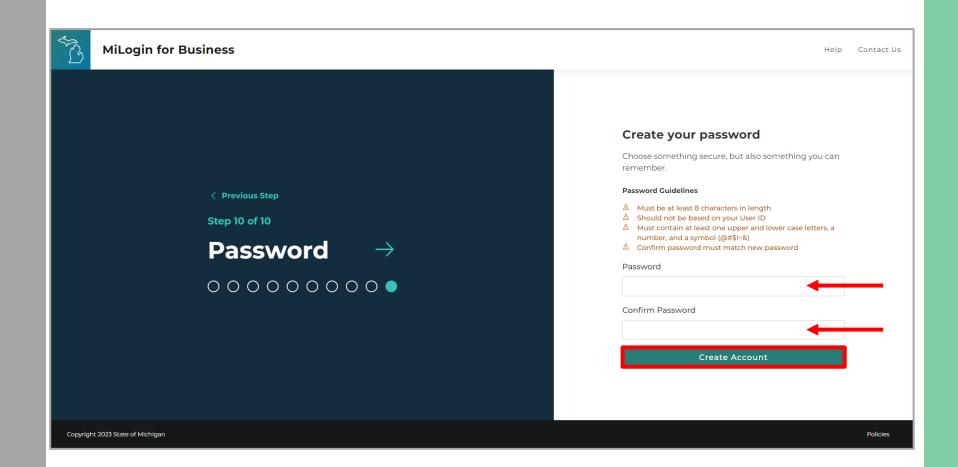


- Enter the User ID following the guidelines provided.
- Click Next Step.





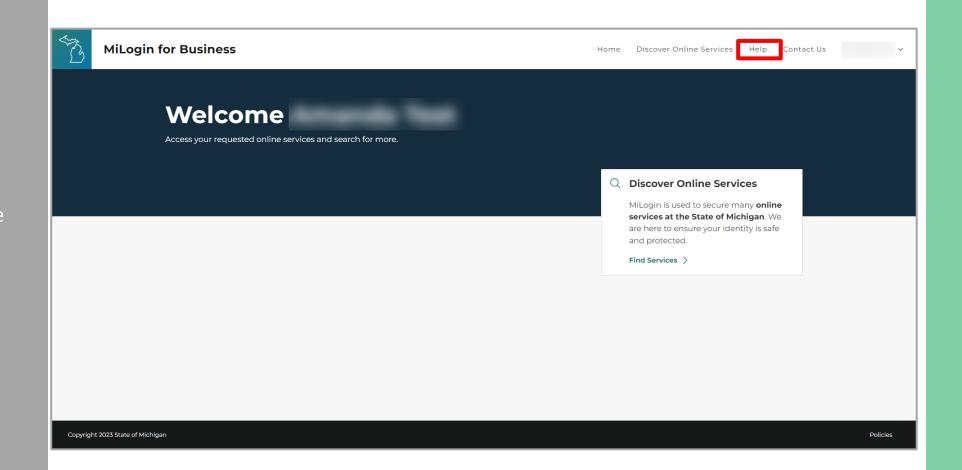
- Create a Password following the guidelines.
- Enter the same password in the Confirm Password field.
- Click Create Account.





- Your MiLogin account has now been created successfully.
- Your MiLogin Welcome Page will not display any online services.
- Click Request Access.

*Additional MiLogin resources are available by clicking the Help link at the top of the page.

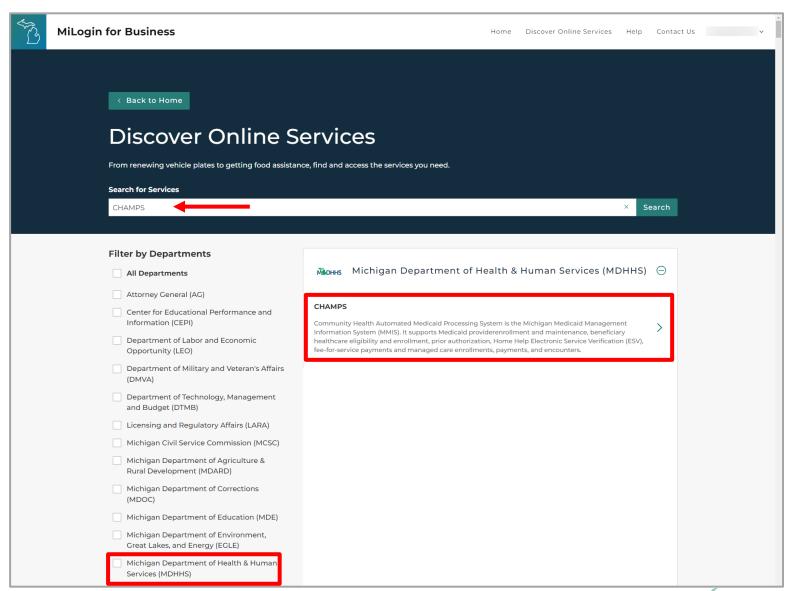




 Filter by Departments and select for Michigan
 Department of Health and Human Services

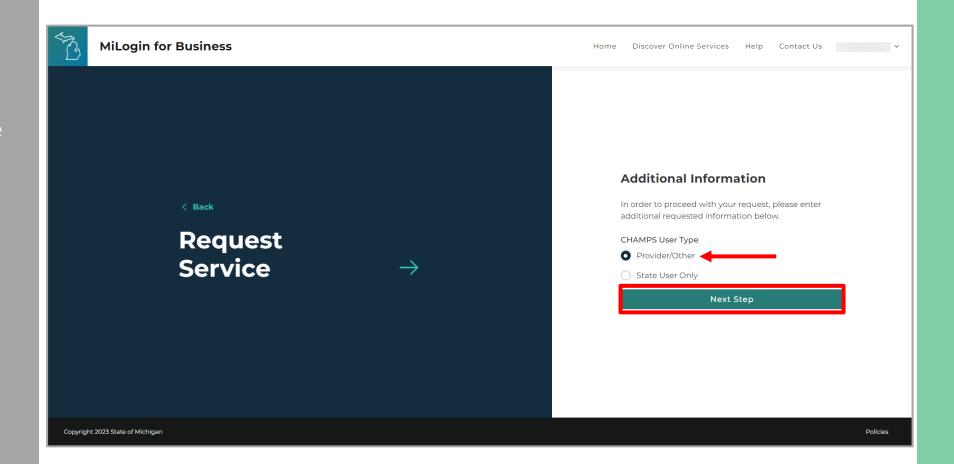
OR

- Enter CHAMPS in the search for services box and click Search.
- Click on CHAMPS.



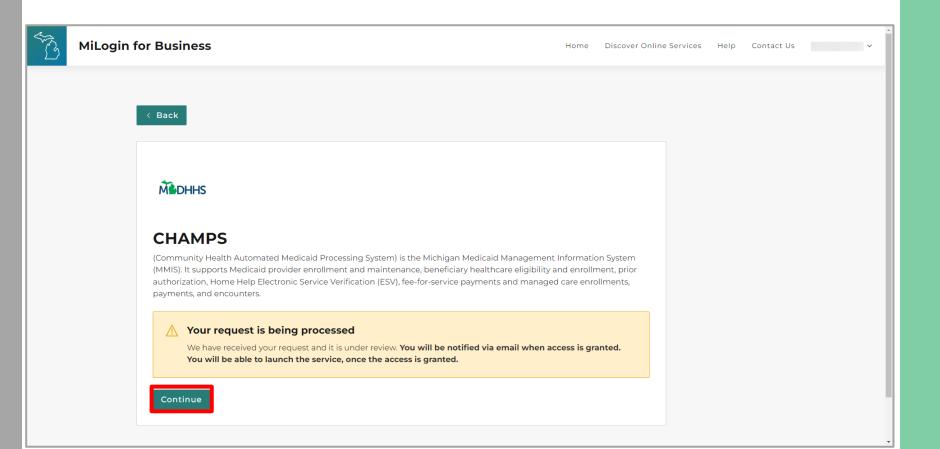


- Select the CHAMPS user type as 'Provider/Other' option.
- Click Next Step.



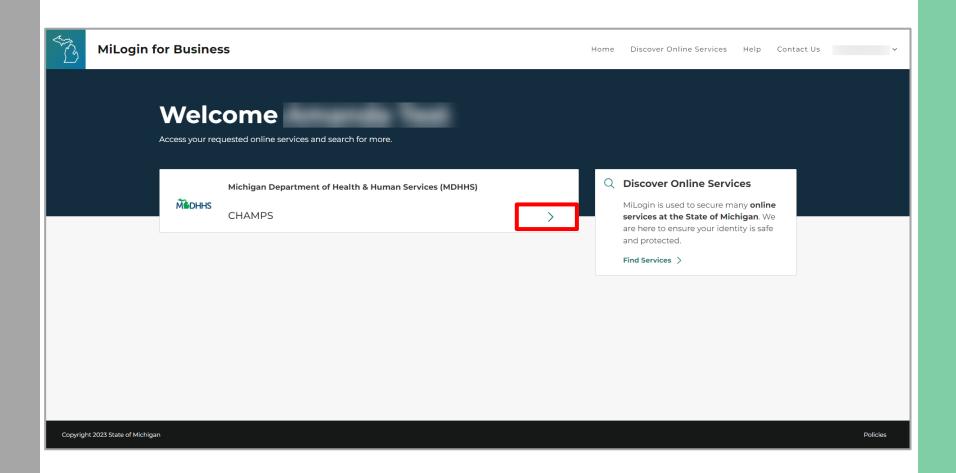


- You will be given confirmation that your request has been submitted successfully and is being processed.
- Click the continue to return to the MiLogin Welcome Page.



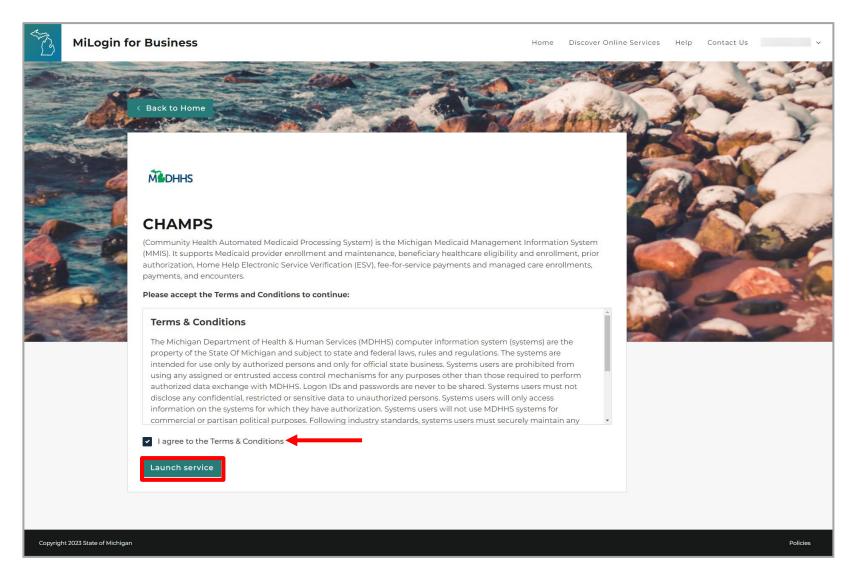


- You will be directed back to your MiLogin Welcome Page.
- Click the CHAMPS hyperlink.





- Review the terms and conditions and check the 'I agree to the Terms & Conditions'.
- Click Launch service.



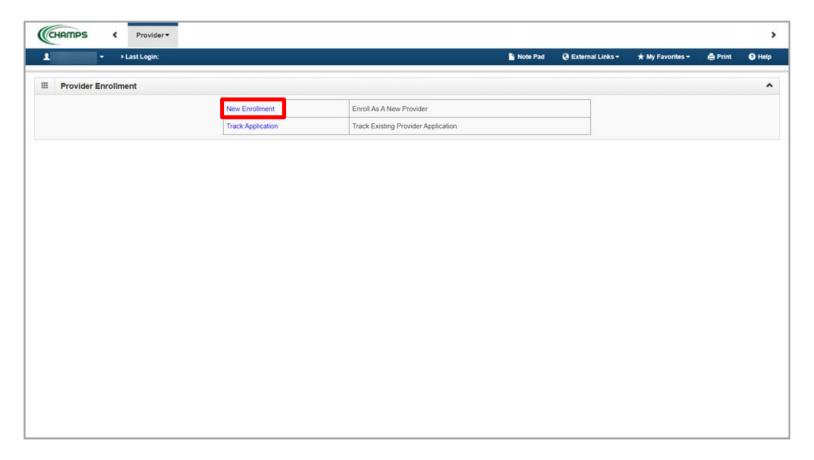


New EVV Agency and FI Enrollment

Steps on how to complete a new CHAMPS enrollment for an EVV Agency or Fl Provider type



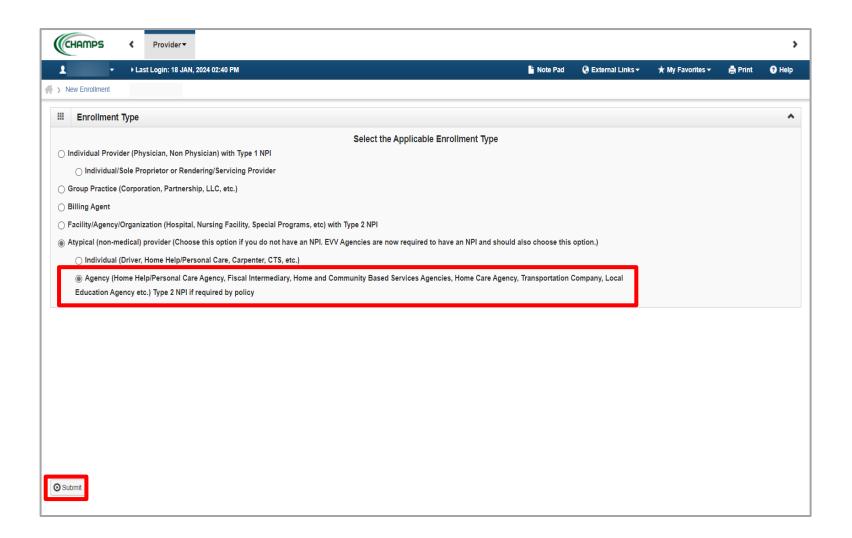
Select New Enrollment.



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

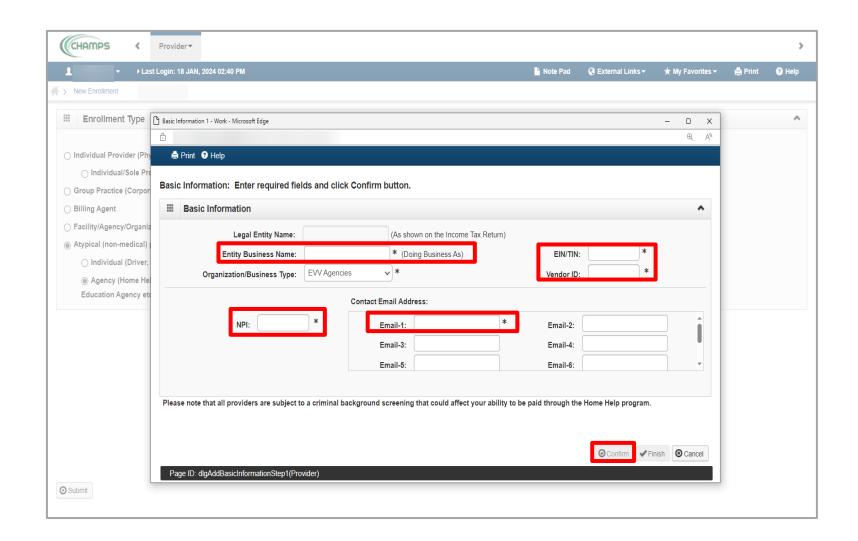


- Select Atypical Enrollment Type.
- Select Agency.
- Click Submit.



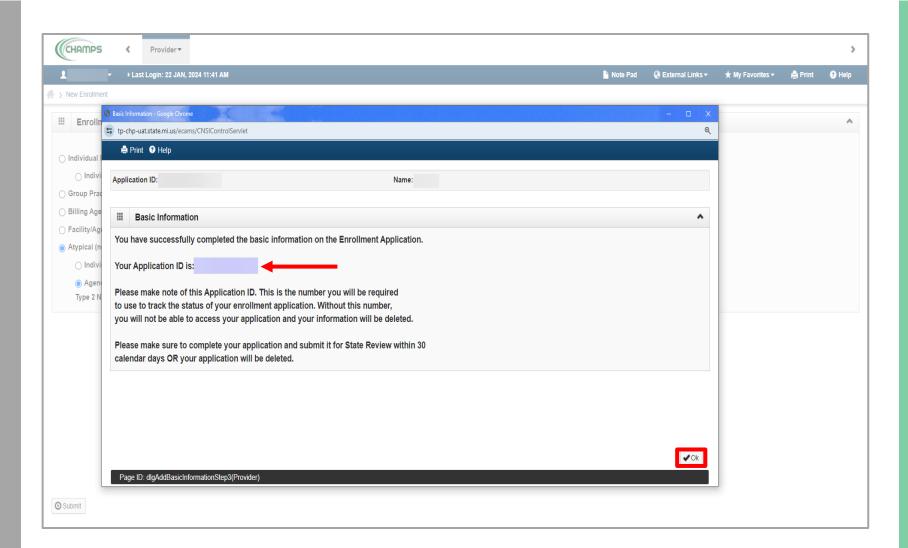


- Enter the required information, indicated by an asterisk (*):
 - Entity Business Name (Agency Name)
 - EIN/TIN (Federal Tax ID Number)
 - Vendor ID (SIGMA)
 - NPI
 - Email address
- Note: Leave the Organization/Business Type default to EVV Agencies.
- Click Confirm.
- Click Finish.



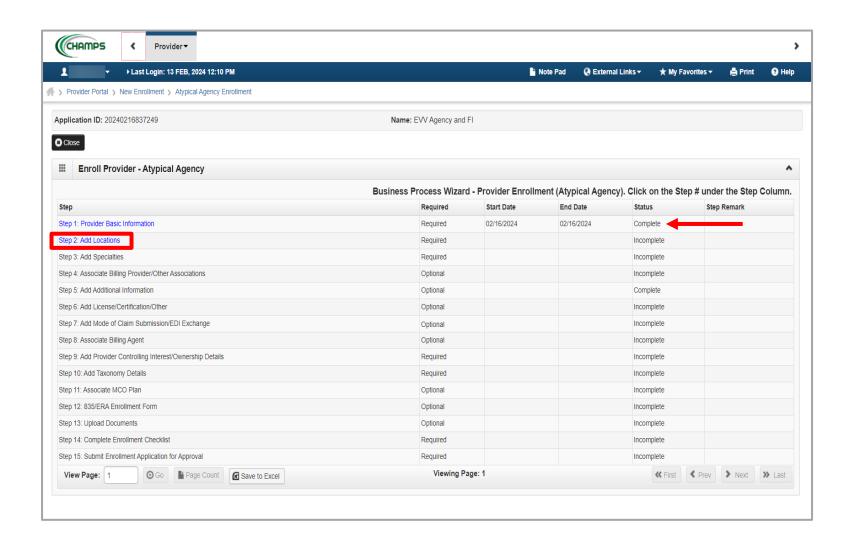


- Confirmation,
 Basic Information is complete.
- Take note of the Application ID, as this is used to track your application status.
- Click Ok.



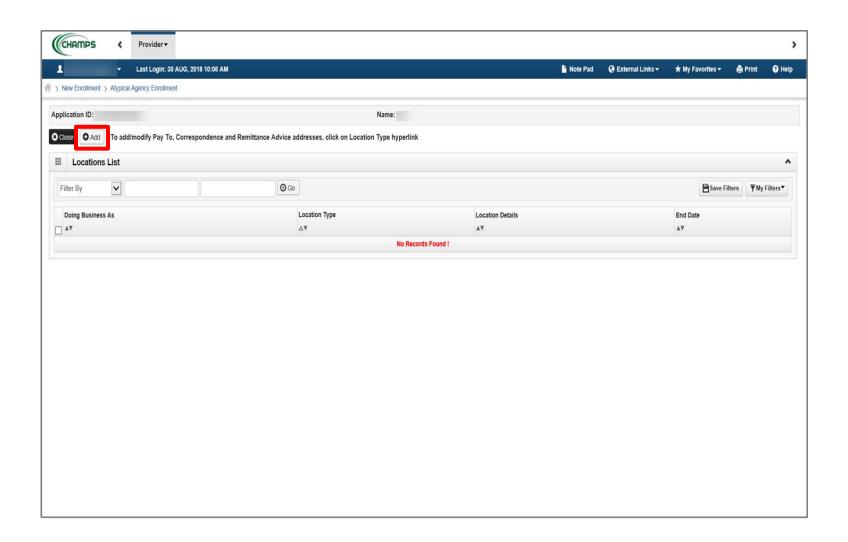


- Atypical Provider Enrollment steps are listed.
 - (Note: Some steps are required versus optional
- Step 1 has a status of complete.
- Click Step 2: Add Locations.



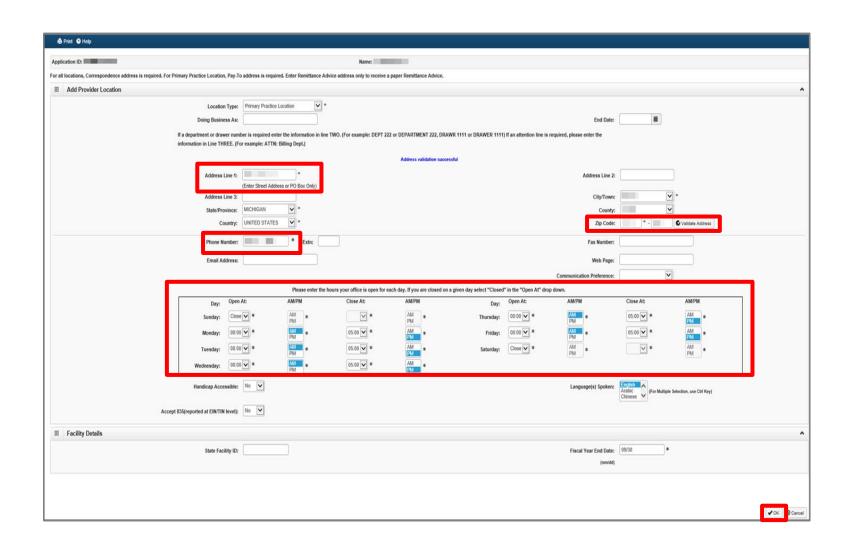


 Click Add, to enter Primary Location information.



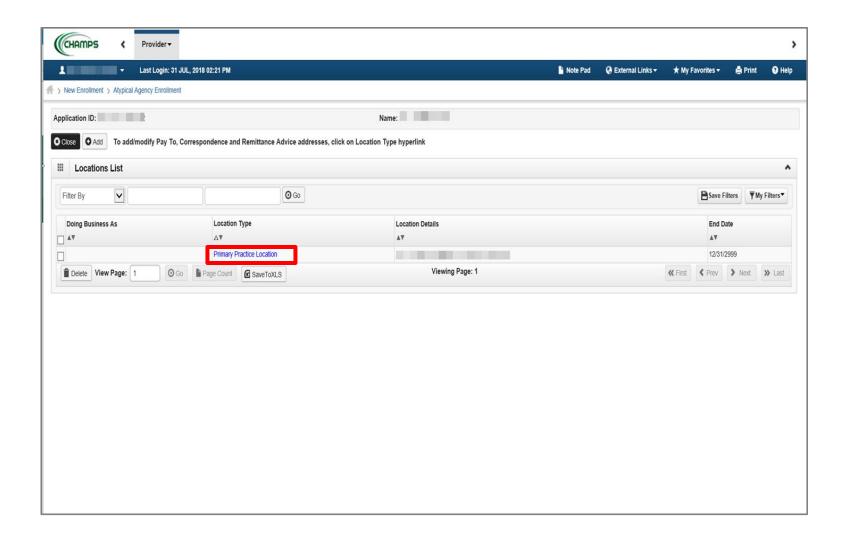


- Enter the required information, indicated by an asterisk (*): Address, Zip Code, Phone Number, and Office Hours.
- Click Validate Address.
- For Office Hours use the drop-down arrow to choose the correct times.
 Make sure to select the hours you are open or choose "Closed".
- Enter your Agency Fiscal Year End Date and click OK.
 - Note: Location Type will always be the Primary Practice Location.
 - Use your Agency's Business Address for Primary Practice Location.
 - When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.



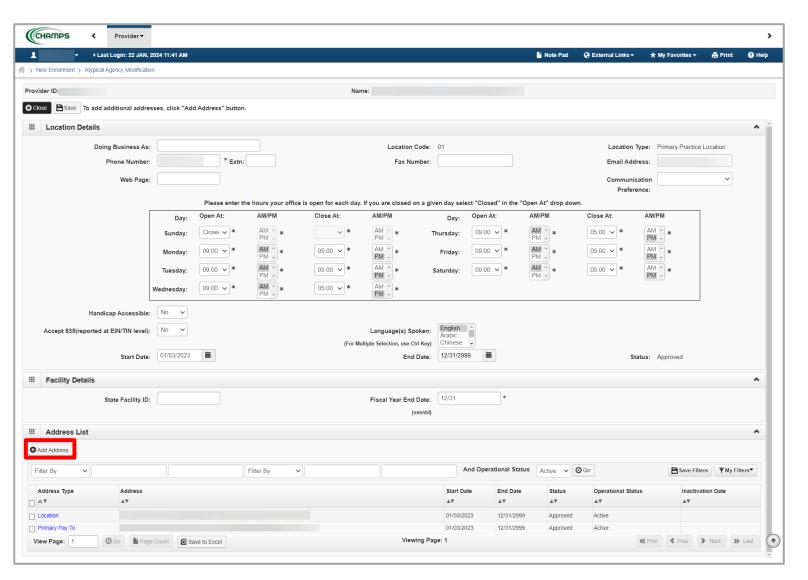


- Click Primary Practice Location to add Pay-To address
- Note: You are still in Step 2:
 Add Locations.
 Correspondence address is
 required for all locations.
 Enter the Remittance Advice
 (RA) address only to receive a
 paper RA.



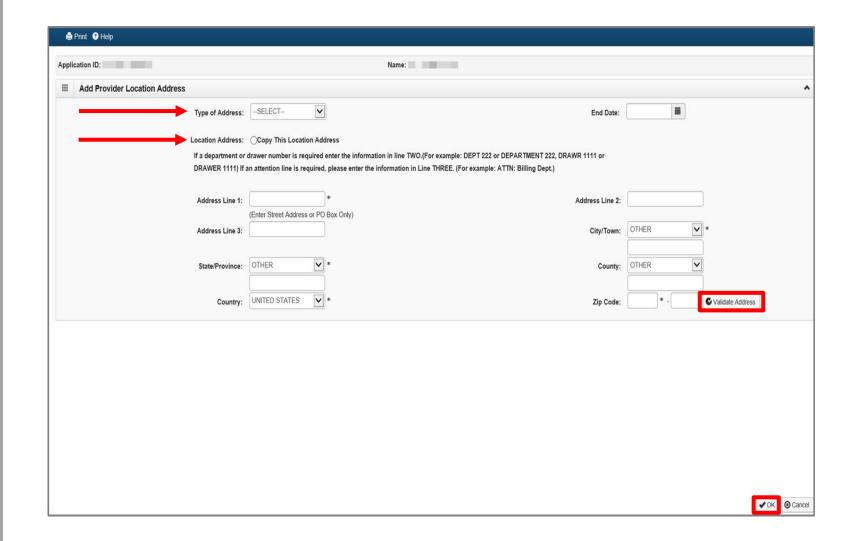


Click Add Address.



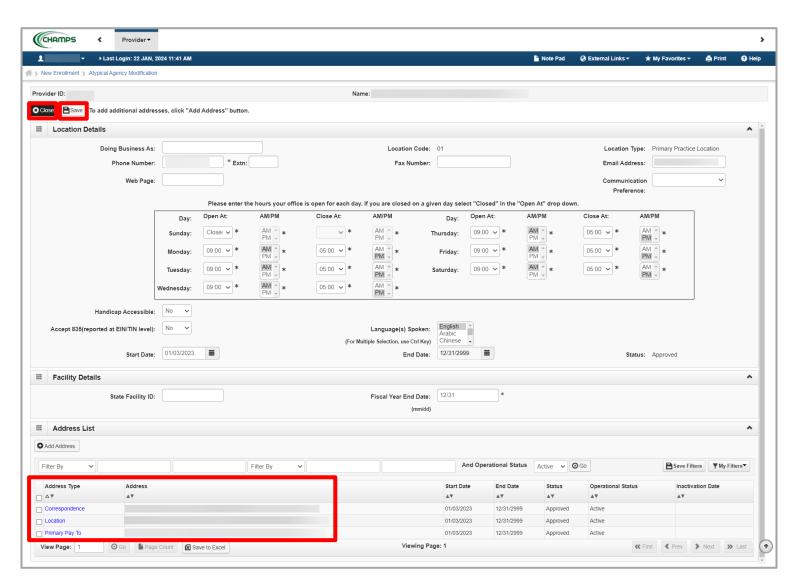


- In the Type of Address dropdown menu, select Correspondence.
 - Note: Fill in the address where you would like to receive your Agency or FI mail.
- If the address is the same as the one entered previously, select Copy This Location Address, next to, Location Address.
- Click Validate Address.
- Click OK.





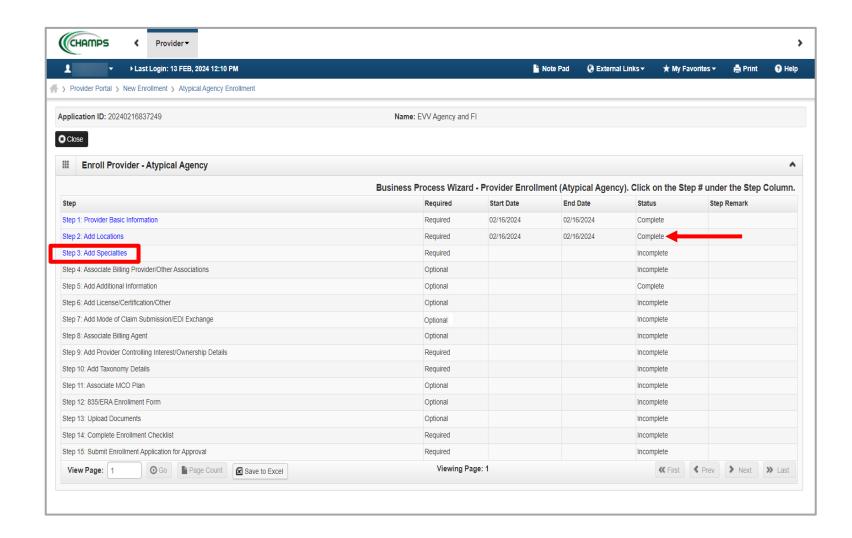
- Notice the Correspondence, Location, and Primary Pay To address types are listed under Address Type.
- Click Save.
- Click Close on the next <u>two</u> screens to go back to the list of steps. (Not shown).





EVV Agency & FI: New Enrollment Step 3: Add Specialties

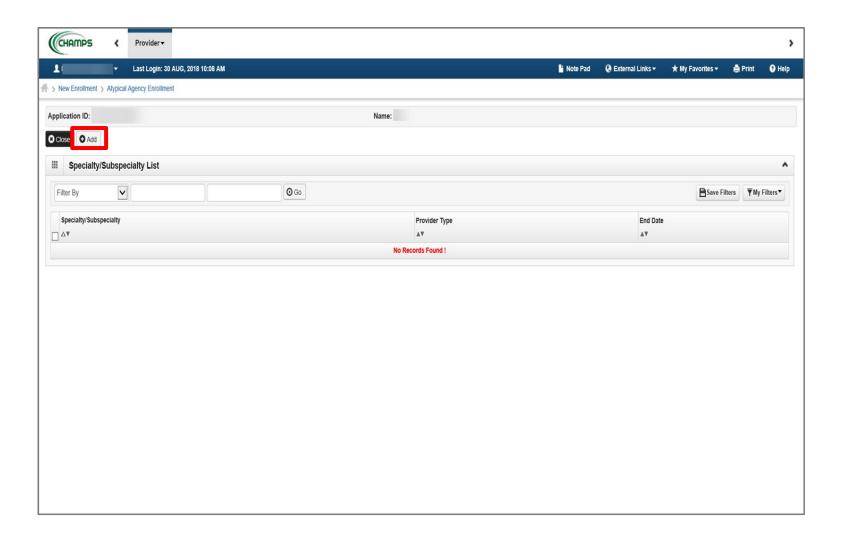
- Step 2: Add Locations complete.
- Click Step 3: Add Specialties.





EVV Agency & FI: New Enrollment Step 3: Add Specialties

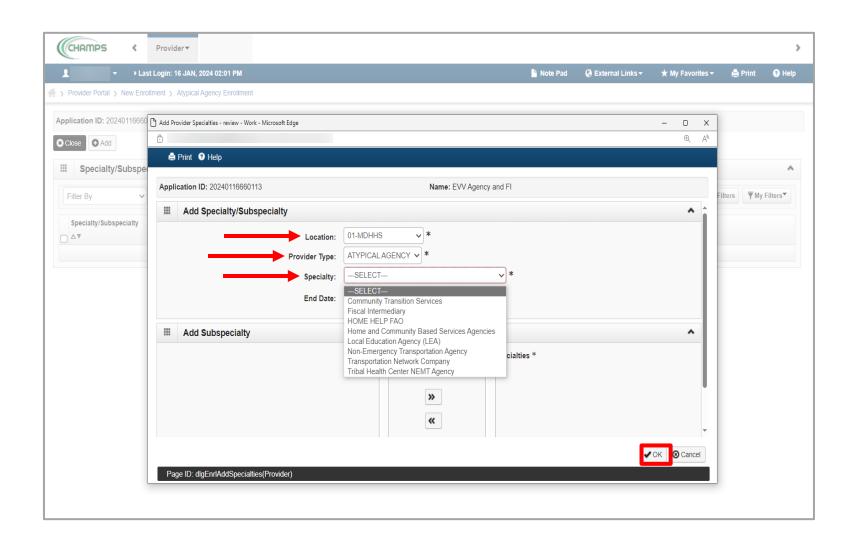
Click Add.





EVV Agency & FI: New Enrollment Step 3: Add Specialties

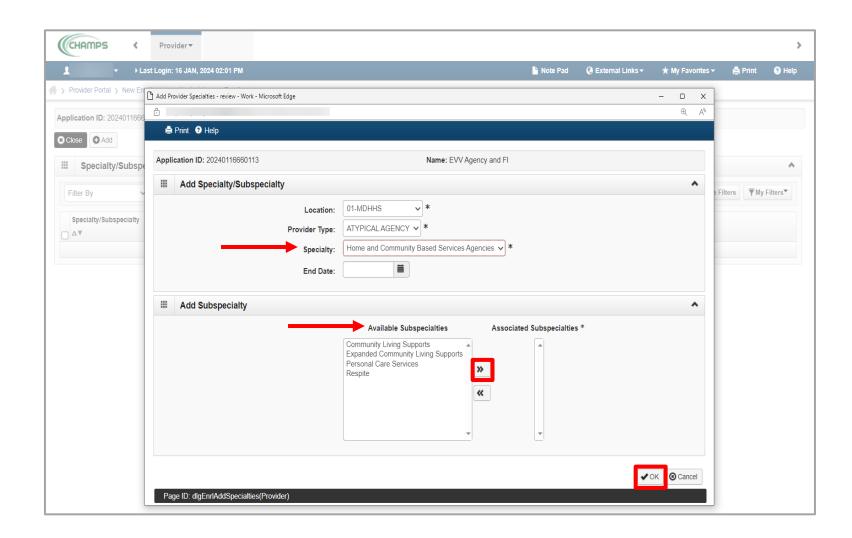
- In the Provider Type dropdown menu, select Atypical Agency.
- In the Specialty drop-down menu, select the appropriate specialty based on MMP 23-76.
 - Community Transition Services
 - Home Help FAO
 - Home and Community Based Services Agencies
 - Fiscal Intermediary
- Click OK.





EVV Agency & FI: New Enrollment Step 3: Add Specialties

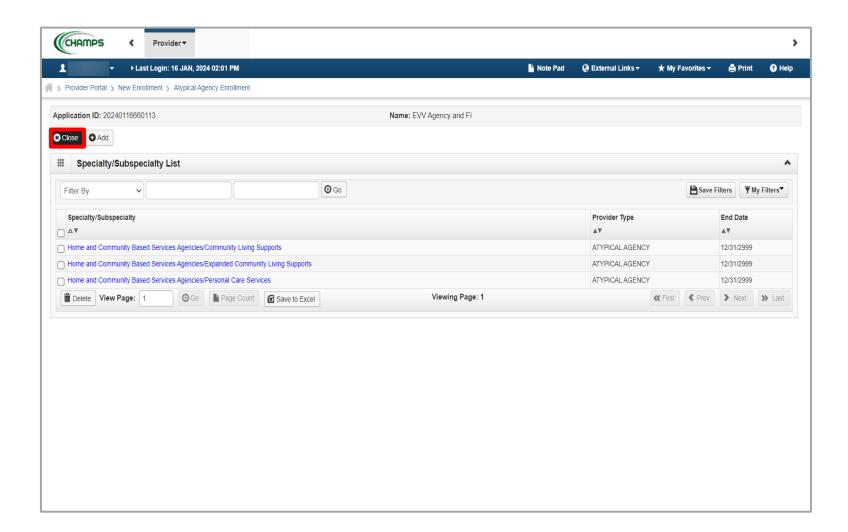
- Depending on the specialty selected, Available
 Subspecialties will populate.
- Select the applicable
 Available Subspecialties,
 click >> to add to the
 Associated Subspecialties
 list.
- When complete, click Ok.





EVV Agency & FI: New Enrollment Step 3: Add Specialties

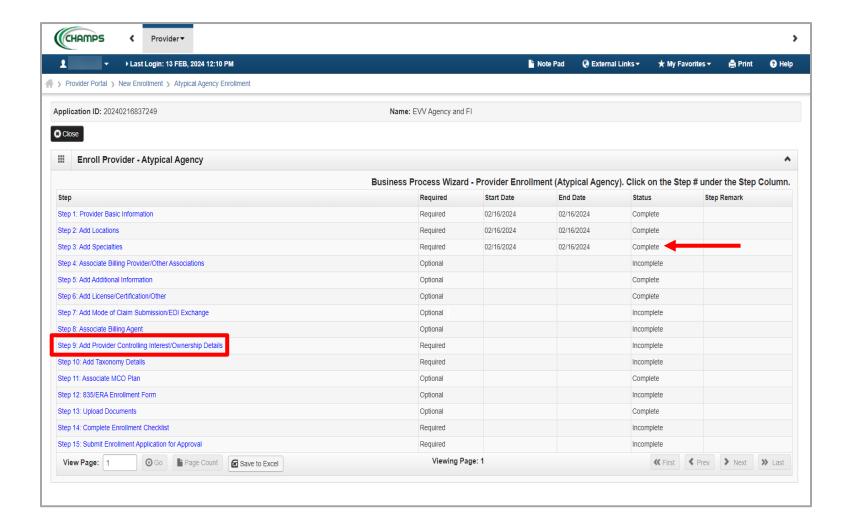
- The Specialty/Subspecialty will be displayed.
- If needed, add additional specialties following the previous steps.
- If complete, click Close.





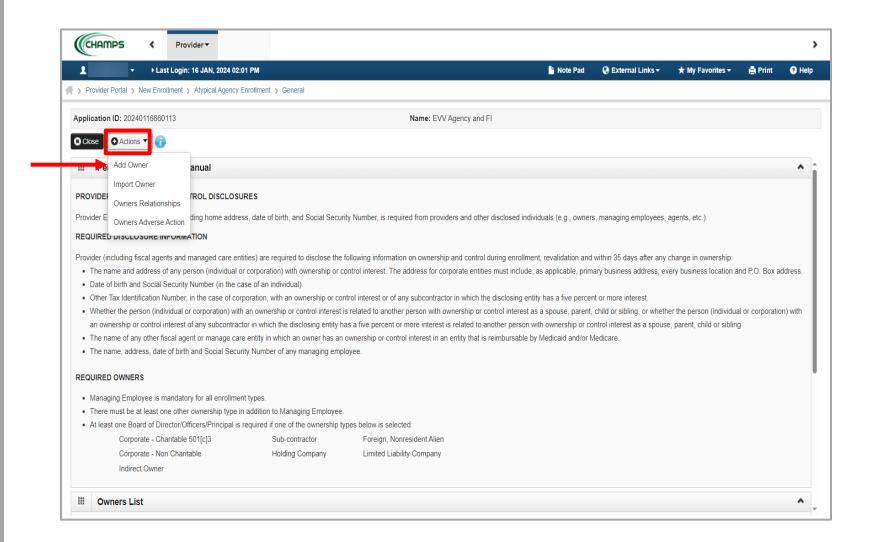
EVV Agency & FI: New Enrollment Step 7: Add Mode of Claim Submission

- Step 3 is complete.
- Steps 4 8 are optional and not required.
- Click Step 9: Add Provider
 Controlling
 Interest/Ownership Details.





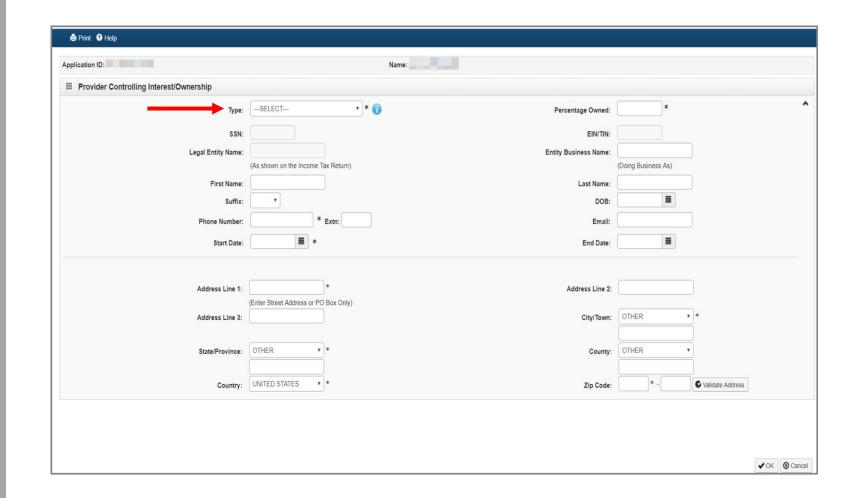
- Click Actions.
- In the Actions drop-down menu, select Add Owner.





In the Type drop-down menu:

- If choosing; Agent,
 Government, Individual,
 Partnership, or Sub Contractor click here.
- If choosing; Corporate-Charitable 501 (c) 3,
 Corporate-Non-Charitable,
 Holding Company, or Limited
 Liability Company click here.



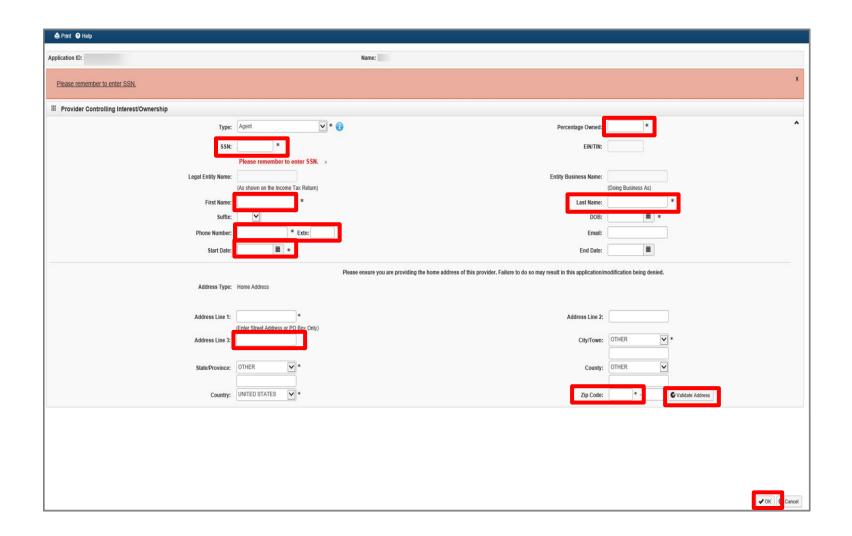


Step 9: Adding Provider Controlling Interest/Ownership **Details**

These steps are only if you are choosing Agent, Government, Individual, Partnership, or Sub-Contractor.

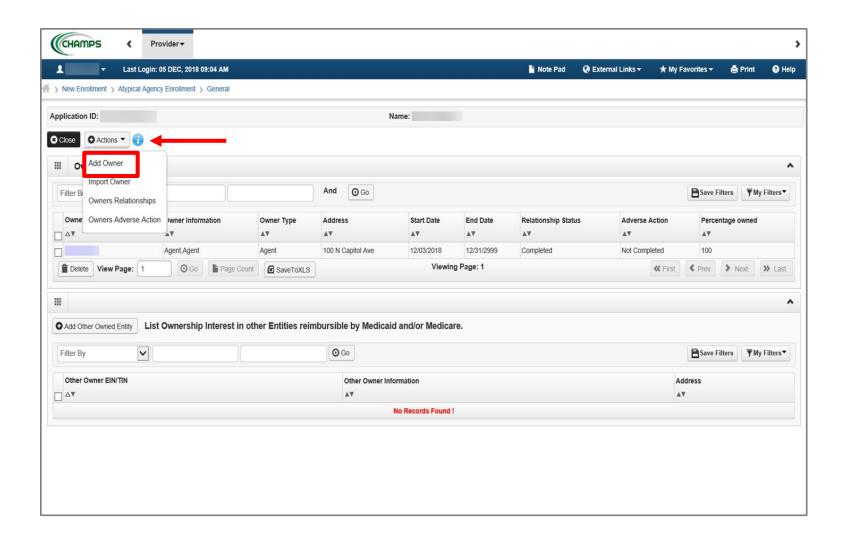


- Enter the required information, indicated by an asterisk (*): SSN, Percentage Owned, Name, Phone Number, DOB, Start Date, Address, and Zip Code.
- Click Validate Address.
- Click OK.
 - Note: When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.



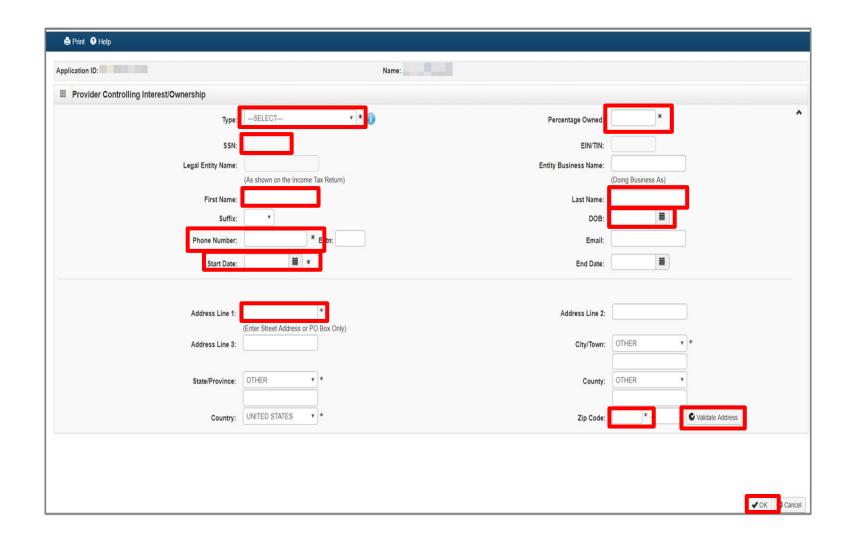


- Note: Agent (Agency Owner) will now be listed.
- In the Actions drop-down menu, select Add Owner.



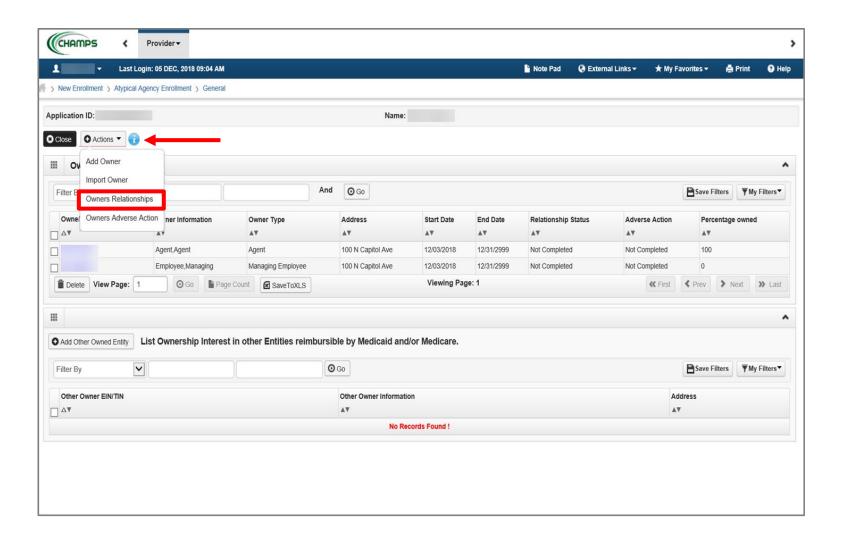


- In the Type drop-down menu, select Managing Employee. The Managing Employee can be the same as the Owner.
- Enter the required information, indicated by an asterisk (*): SSN, Percentage Owned, First Name, Last Name, DOB, Phone Number, Start Date, Address, Zip Code.
- Click Validate Address.
- Click OK.
- Note: Type the number zero (o) in the Percentage Owned box.
 - Start Date is the date the application is being completed.
 - When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.





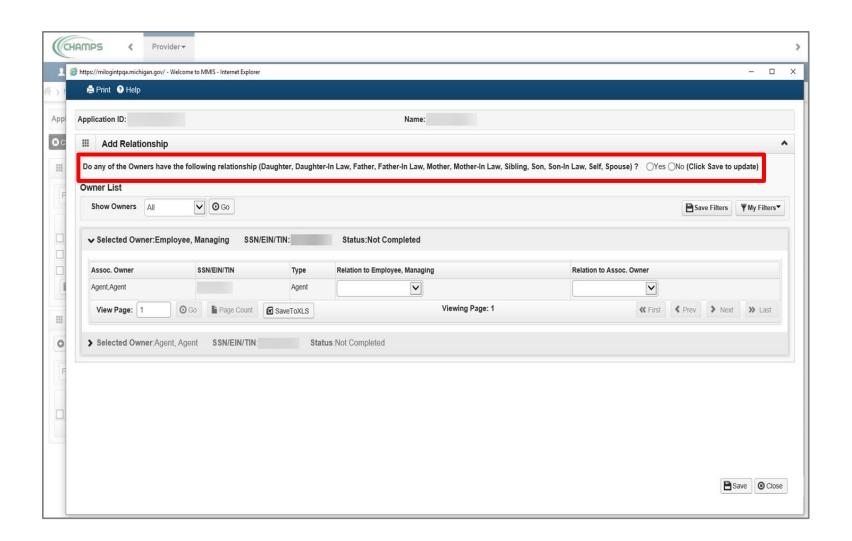
- Note: Managing Employee is now listed.
- In the Actions drop-down menu, select Owners Relationships.





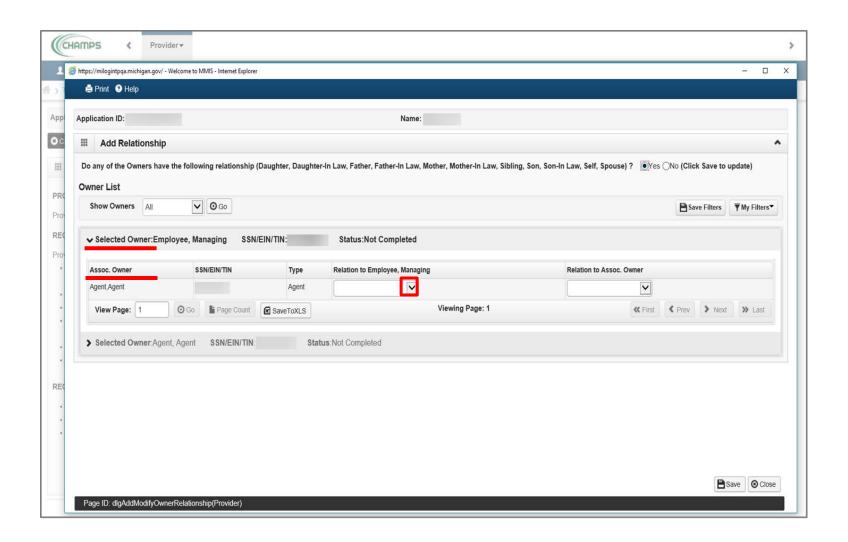
Answer the question (at the top)

- If <u>no</u> relationships exist select No, click Save, read the popup message, select Ok, and Close. <u>Click here</u>.
- If relationships exist, select Yes, and continue with the presentation.





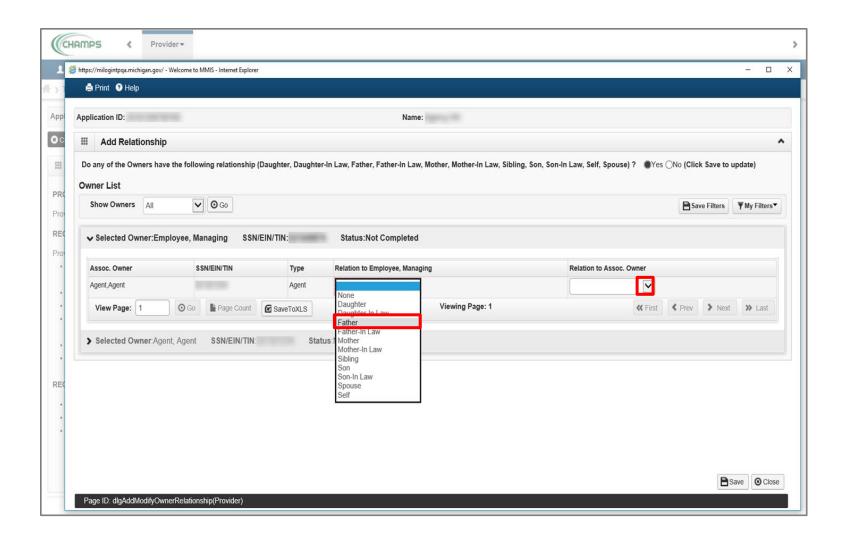
- If Yes, select the relationship between the Associated Owner to the Selected Owner (e.g., the relationship from the Agent to Employee, Managing) [Associated Owner -> Selected Owner].
- Click on the Relation to Employee, Managing dropdown.





In this example, the Agent is the father of the Selected Owner (Employee, Managing).

- Select Father
- Click on the Relation to Assoc. Owner drop-down.

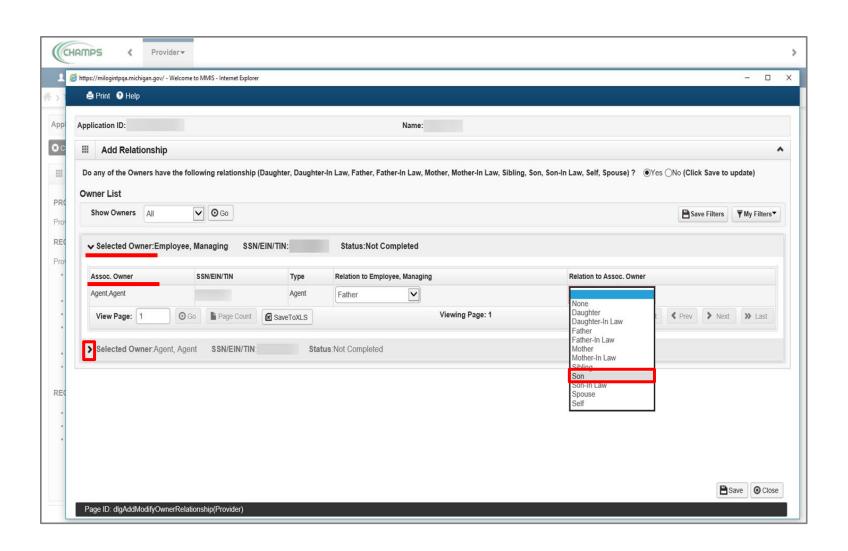




 Select the relationship between the Selected Owner (example: Managing Employee) to the Associated Owner (Agent, Agent or Agency Owner) [Selected Owner -> Associated Owner].

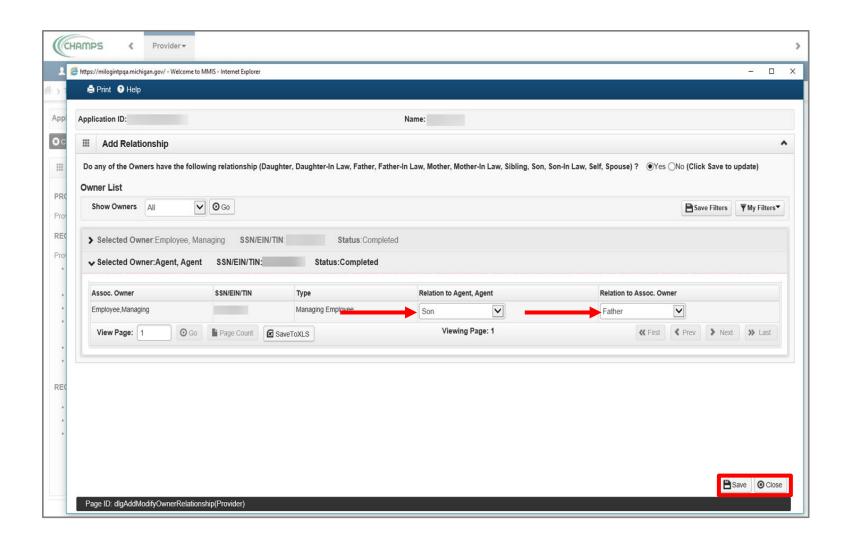
In this example, the Selected Owner (Employee, Managing) is the son of the Agent.

- Select Son.
- Click on > to select the relationship(s) for the next Selected Owner.



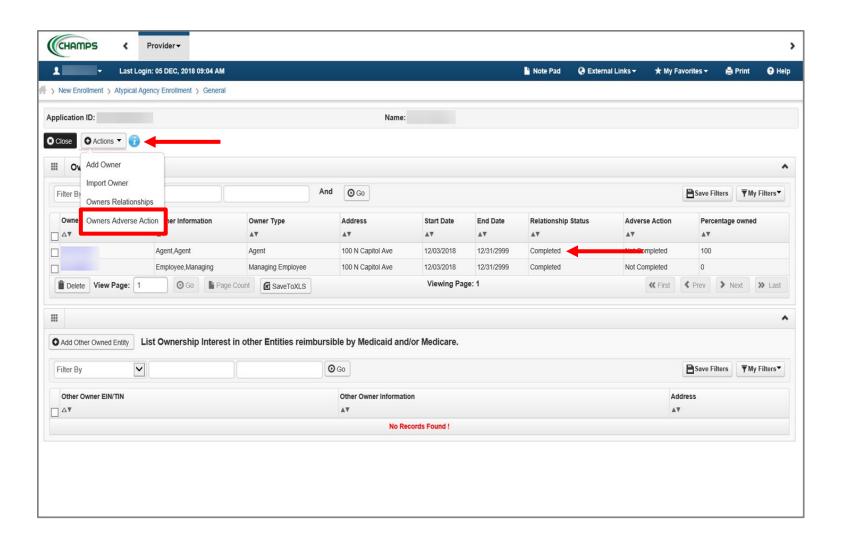


- For the next Selected Owner (Agent, Agent) the fields have prepopulated based on the relationship selection made under the previous Selected Owner (Employee, Managing).
- Once the relationship step for each Owner Type is completed, click Save.
- Click Close.



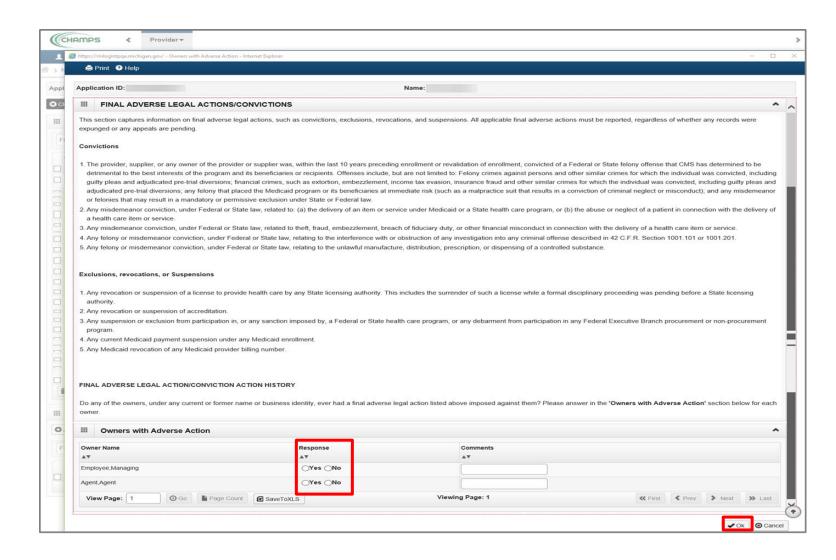


- Note: The Relationship Status shows completed for each Owner.
- In the Actions drop-down menu, select Owners Adverse Action.



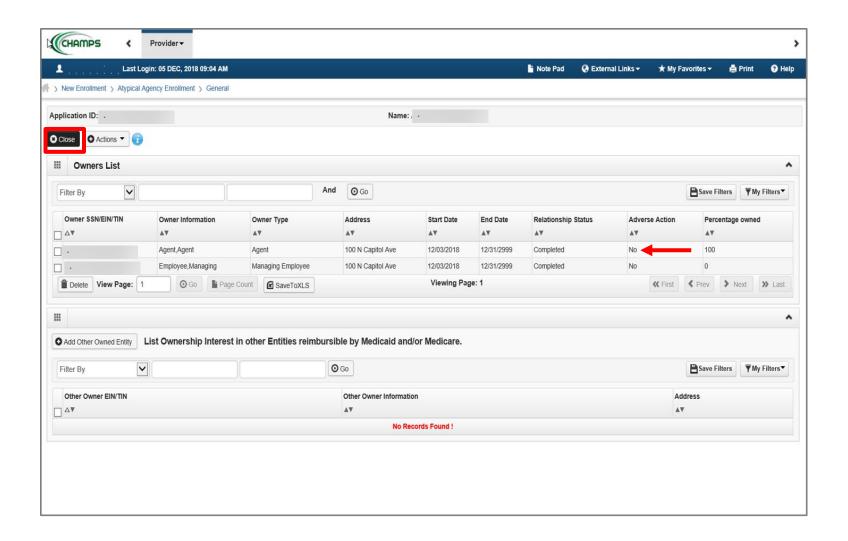


- Read the Final Adverse Legal Actions/Convictions statement.
- Answer the questions at the bottom by choosing yes or no and comment if necessary.
- Click OK.





- The Adverse Action column will show Yes or No indicating it's complete.
- Click Close.
- Click here for the next step in the EVV Agency & FI Enrollment.



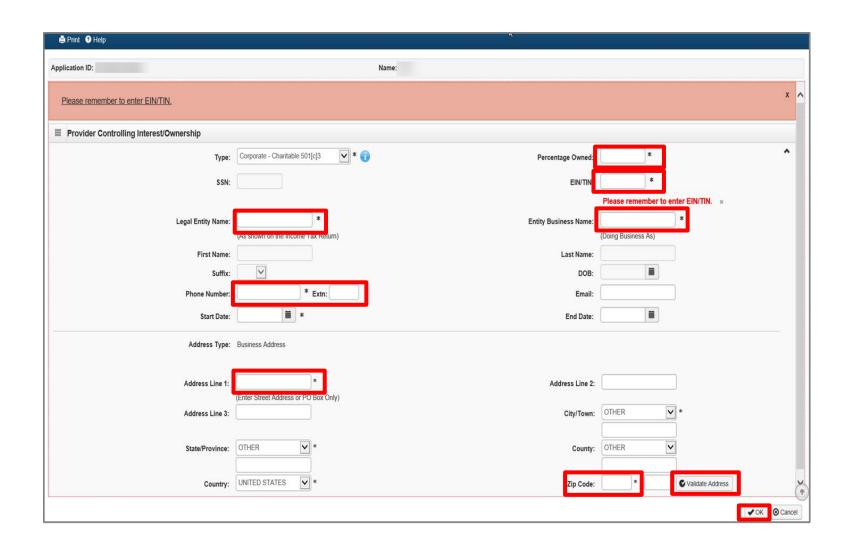


Step 9: Adding Provider Controlling Interest/Ownership **Details**

These steps are only if you are choosing Corporate-Charitable 501(c)3, Corporate-Non-Charitable, Holding Company, or Limited Liability Company.

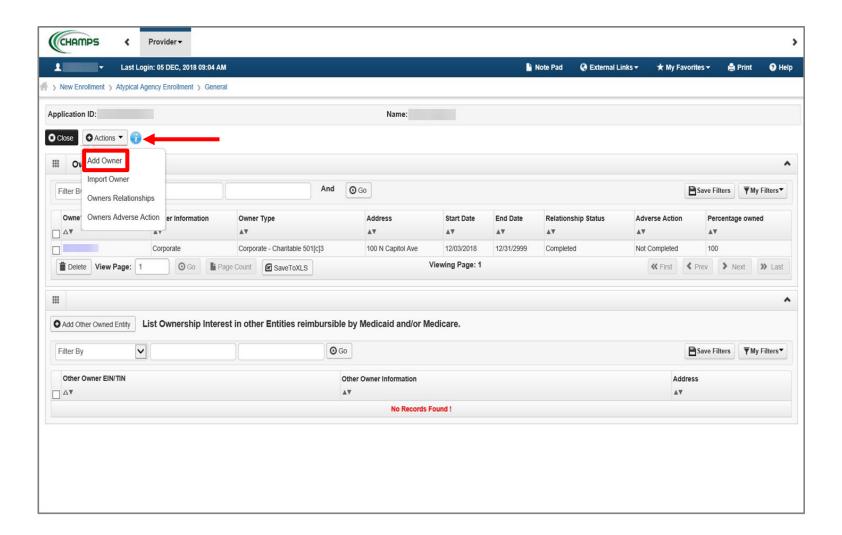


- Enter the required information, indicated by an asterisk (*): Percentage Owned, EIN/TIN, Legal Entity Name, Entity Business Name, Phone Number, Start Date, Address, and Zip Code.
- Click Validate Address.
- Click OK.
- Note: When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.



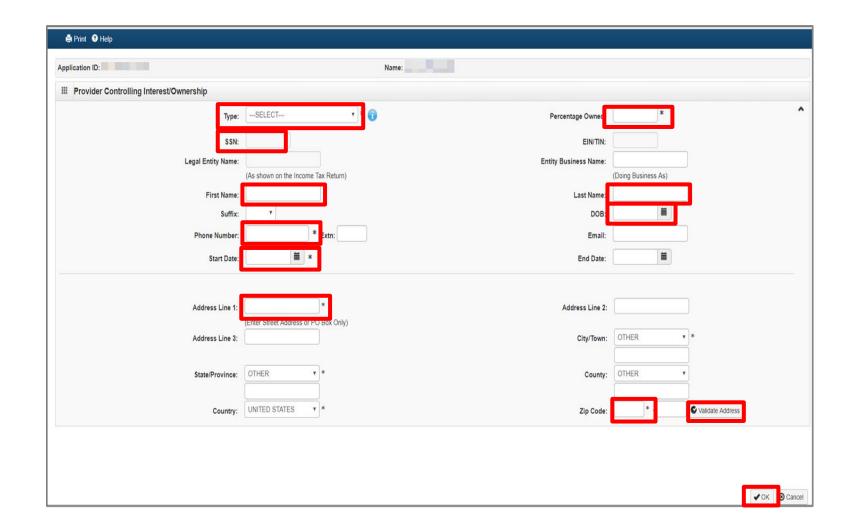


- Note: The Corporate-Charitable will now be listed.
- In the Actions drop-down menu, select Add Owner.



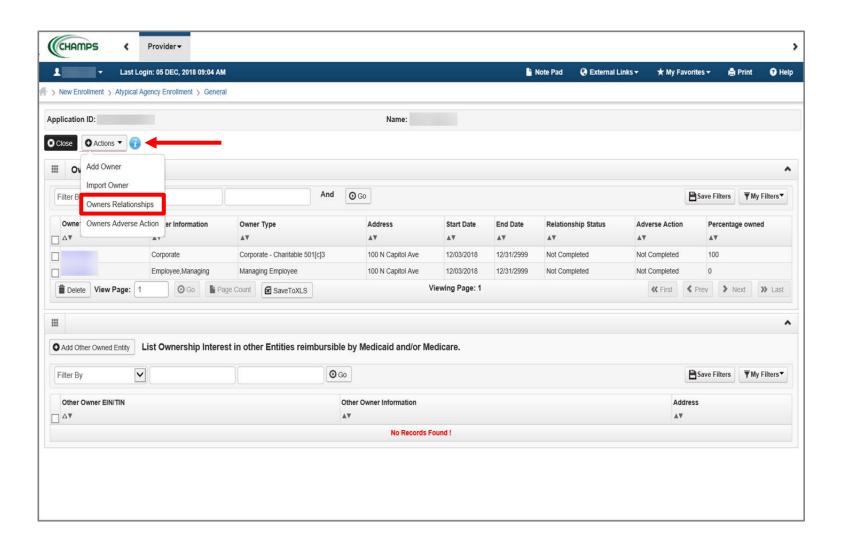


- In the Type drop-down menu, select Managing Employee. The Managing Employee can be the same as the Owner.
- Enter the required information: SSN, Percentage Owned, First Name, Last Name, DOB, Phone Number, Start Date, Address, and Zip Code.
- Click Validate Address.
- Click OK.
 - Note: Type the number zero (o) in the Percentage Owned box.
 - Start Date is the date the application is being completed.
 - When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.



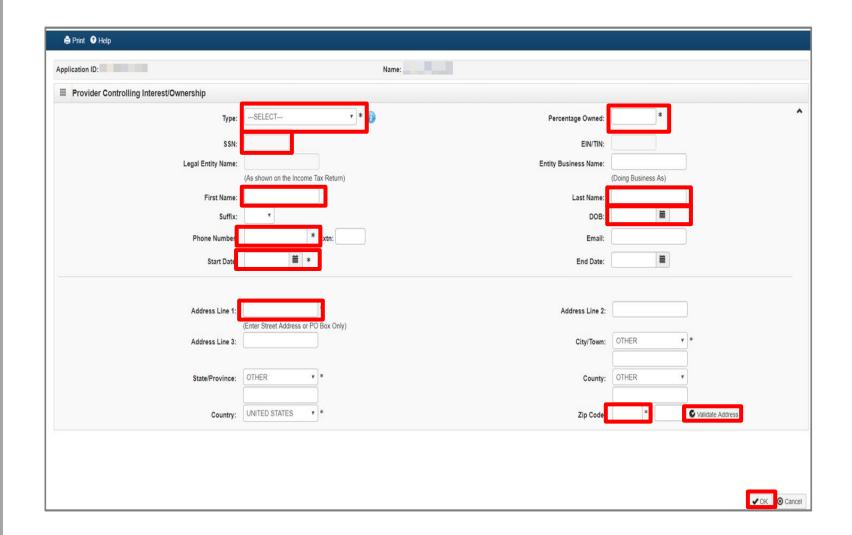


- Note: Managing Employee is now listed.
- In the Actions drop-down menu, select Owners Relationships.



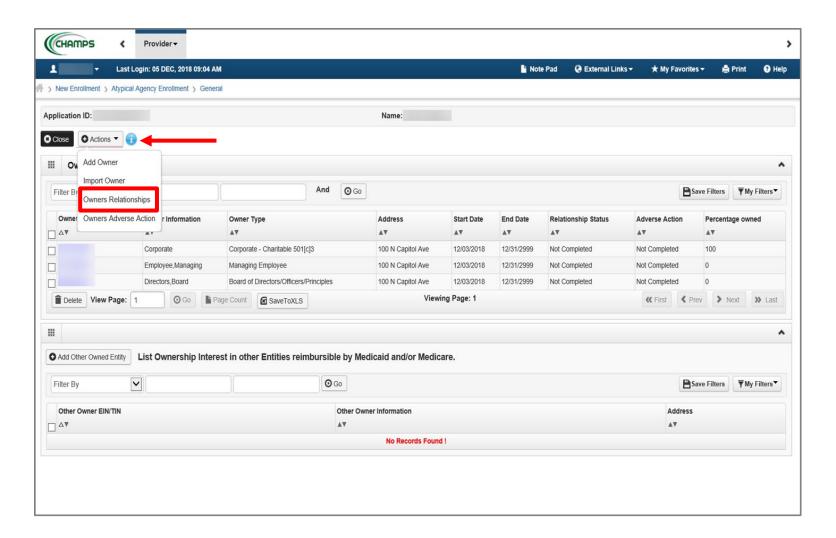


- In the Type drop-down menu, select Board of Directors/Officers/Principles.
- Enter the required information: SSN, Percentage Owned, First Name, Last Name, DOB, Phone Number, Start Date, Address, and Zip Code.
- Click Validate Address.
- Click OK.
 - Note: Start Date is the date the application is being completed.
 - When the Zip Code is added, and Validate Address is selected, the State, City/Town, and County will automatically fill in.



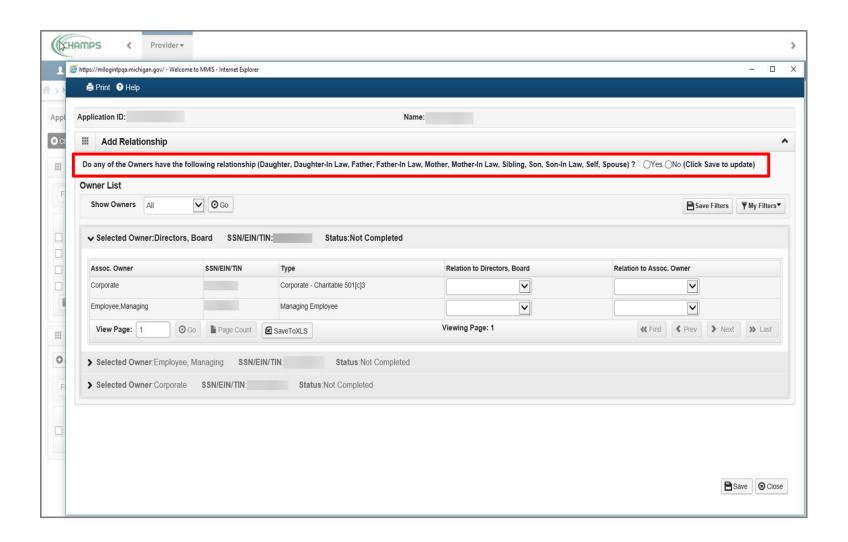


After entering all required
 Owner Types; in the Actions
 drop-down menu, select
 Owners Relationships.



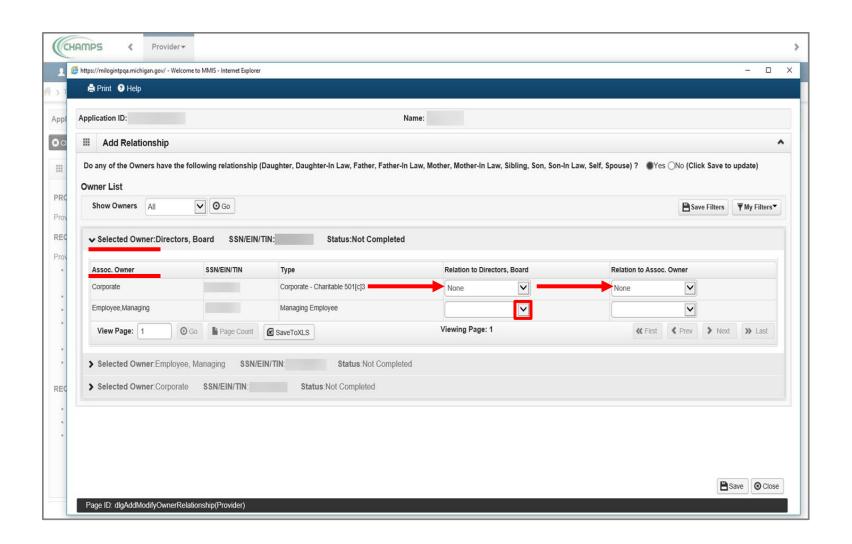


- Answer the question (at the top).
- If no relationships exist select No, click Save, read the popup message, select Ok, and Close. Click here
- If relationships exist, select Yes and continue with the presentation.



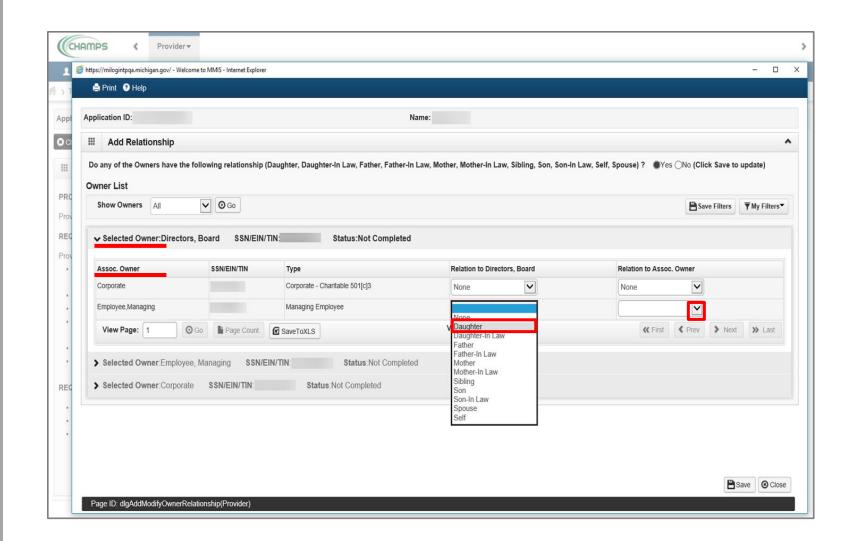


- If Yes, select the relationship between the Associated Owner to the Selected Owner (e.g., the relationship to the Directors from the Associated Owner, Corporate or Employee, Managing) [Associated Owner -> Selected Owner].
- In this example there is no relationship between the Corporation and the Directors.
- Click on the Relation to Directors, Board drop-down.



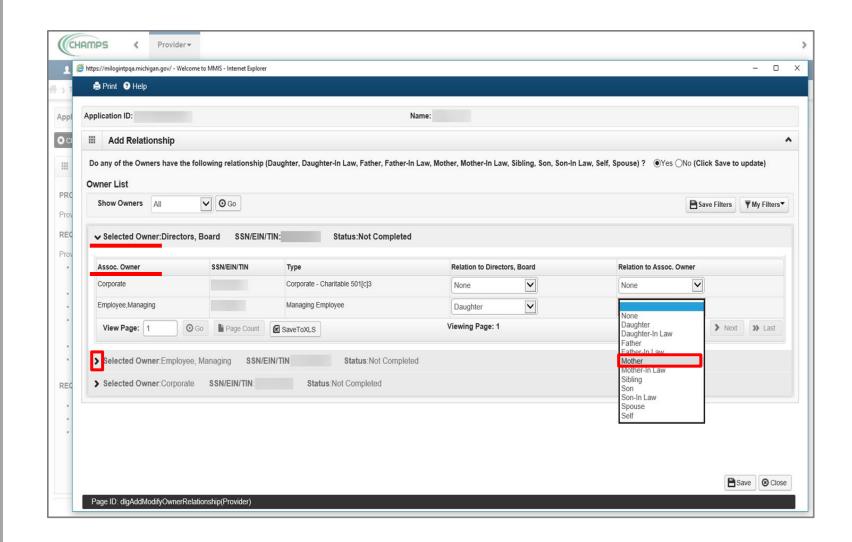


- Select the Associated
 Owner's (Employee,
 Managing) relationship to
 the Selected Owner
 (Directors, Board).
- In this example the Managing Employee is the daughter of the Directors.
- Click on the Relation to Assoc. Owner drop-down.



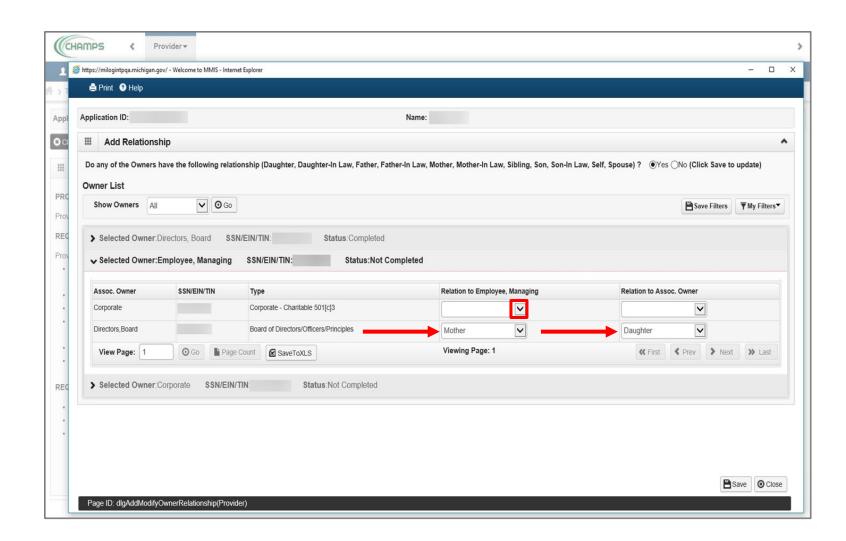


- Select the relationship from the Selected Owner (Directors, Board) back to the Associated Owner (Employee, Managing).
- In this example the Director is the mother of the Managing Employee.
- Click on > to select the relationship(s) for the next Selected Owner.



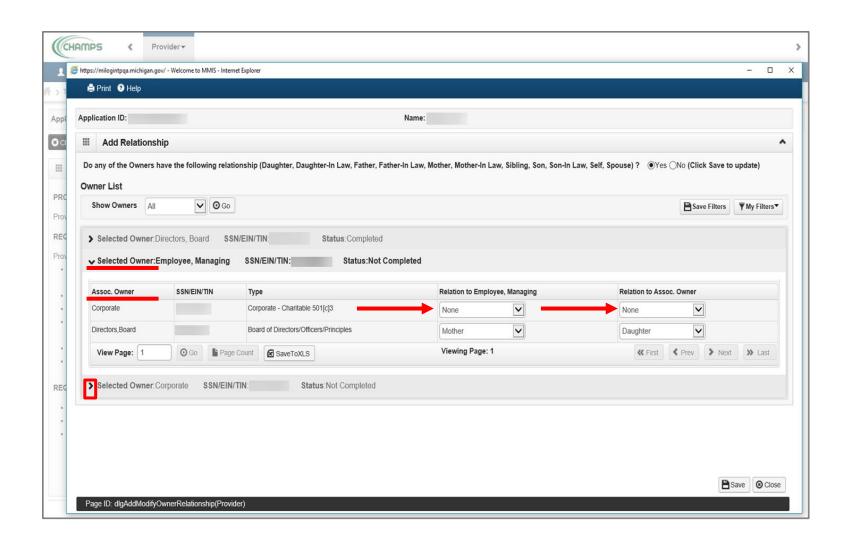


- For the next Selected Owner (Employee, Managing) some of the fields have been prepopulated based on the relationship selection made under the previously Selected Owner (Director, Board).
- Click on the Relation to Employee, Managing dropdown.



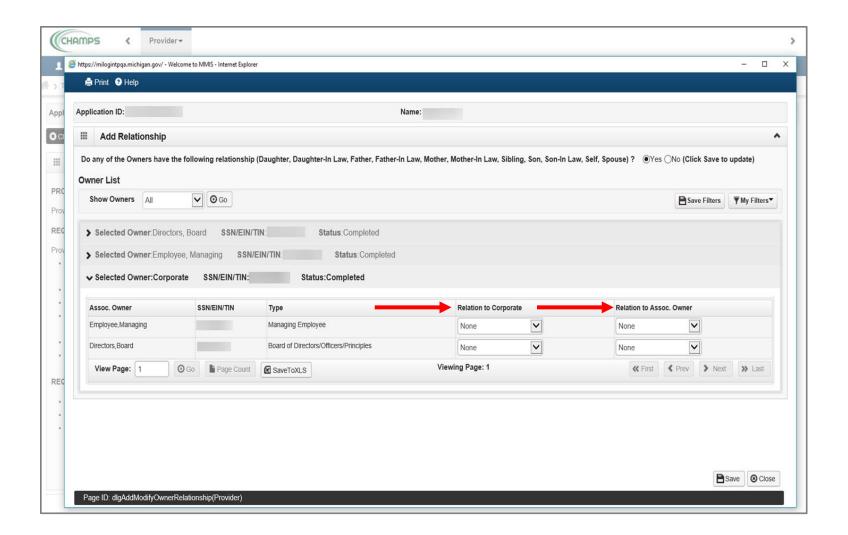


- Select the Associated Owner's (Corporate) relationship to the Selected Owner (Employee, Managing).
- Select the Selected Owner's (Employee, Managing) relationship back to the Associated Owner (Corporate).
 - In both examples, none is selected as there is no relationship between the Selected Owner and Associated Owner.
- Click on > to select the relationship(s) for the next Selected Owner.



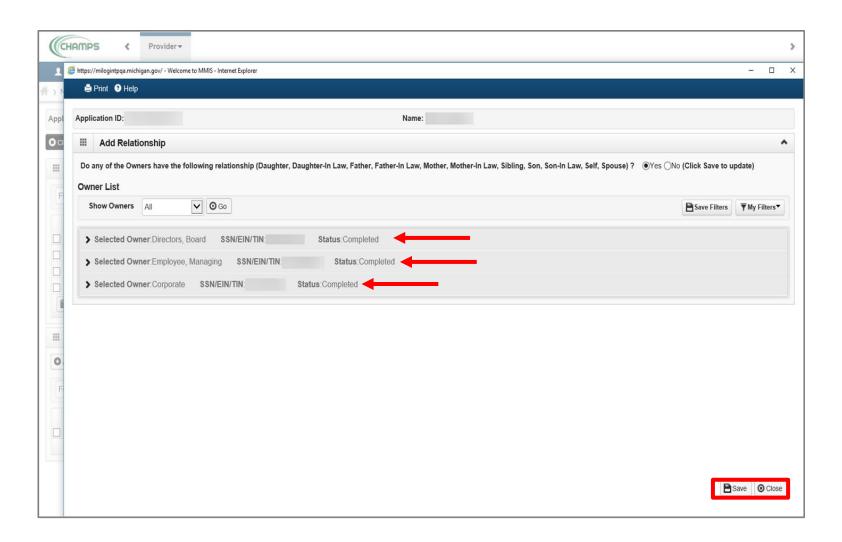


 For the next Selected Owner (Corporate) the fields have prepopulated based on the previous relationships chosen.



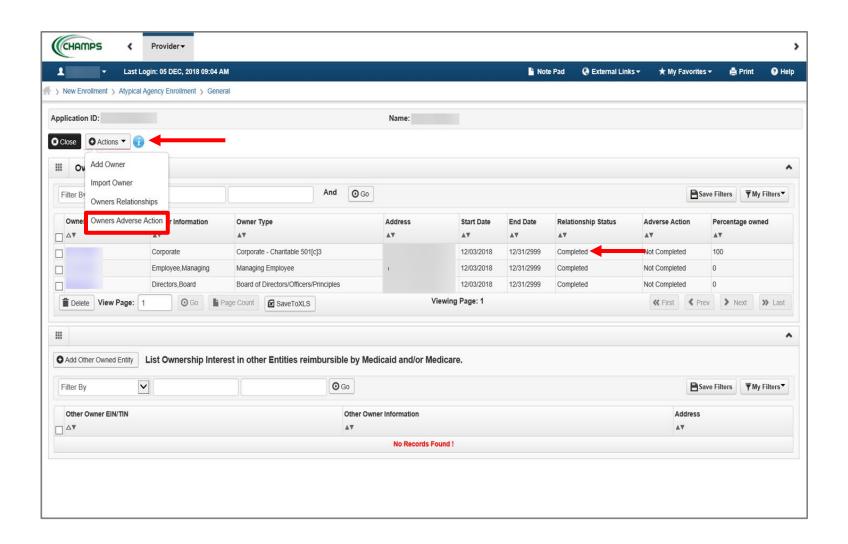


- Once the relationship step for each Owner Type is completed, click Save.
- Click Close.



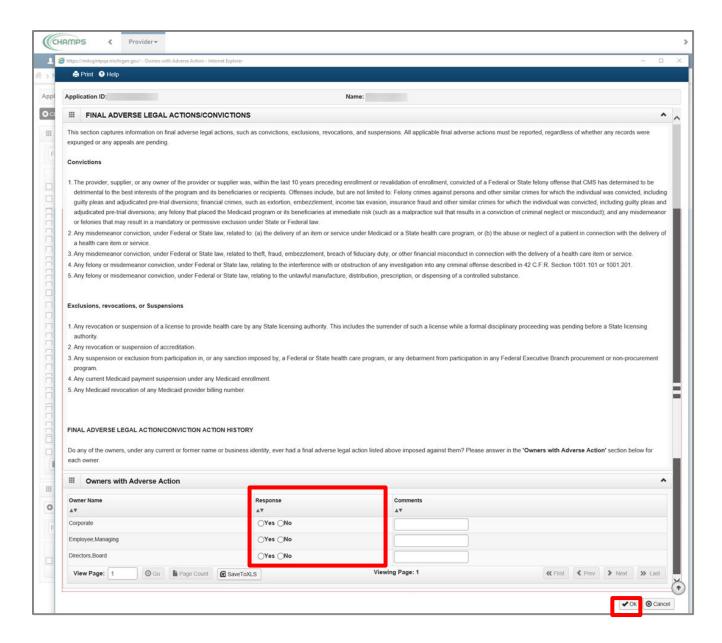


- Note: The Relationship Status shows completed for each Owner.
- In the Actions drop-down menu, select Owners Adverse Action.





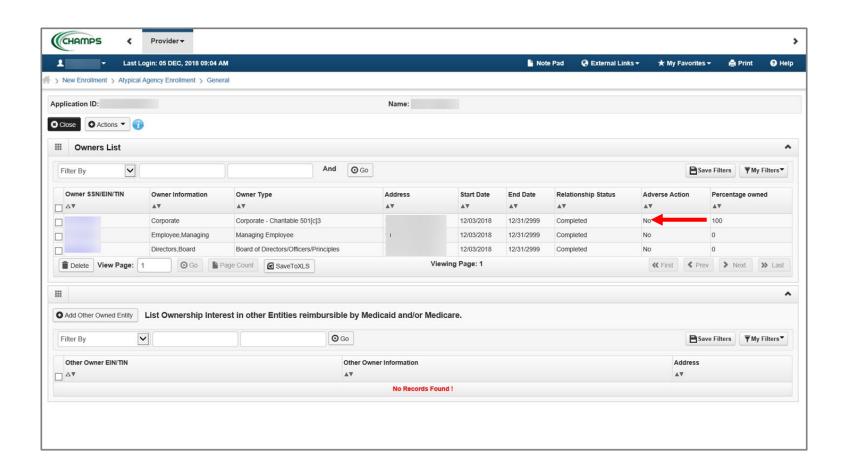
- Read the Final Adverse Legal Actions/Convictions statement.
- Answer the questions at the bottom by choosing Yes or No and comment if necessary.
- Click OK.





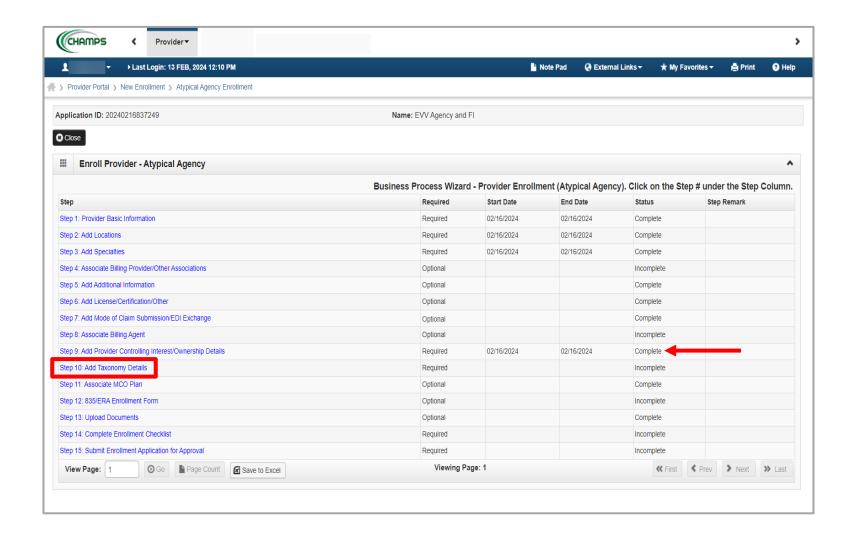
EVV Agency & FI: Step 9: Add Provider Controlling Interest

- The Adverse Action column will show Yes or No indicating it's complete.
- Click Close to return to the remaining enrollment steps to be completed.



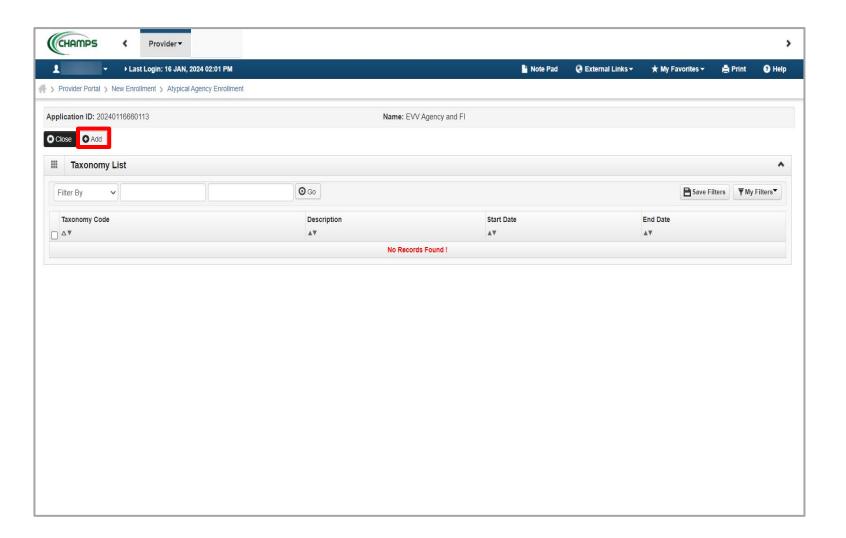


- Step 9 is complete.
- Click Step 10: Add Taxonomy Details.



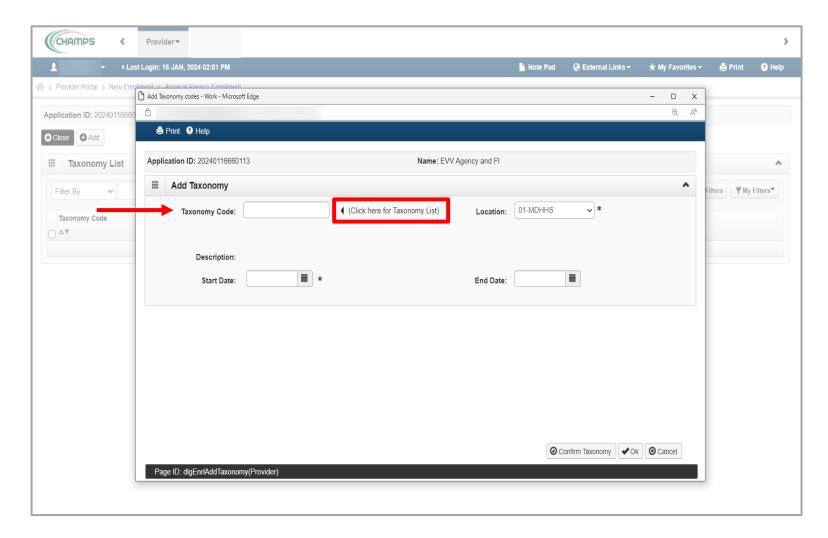


Click Add.



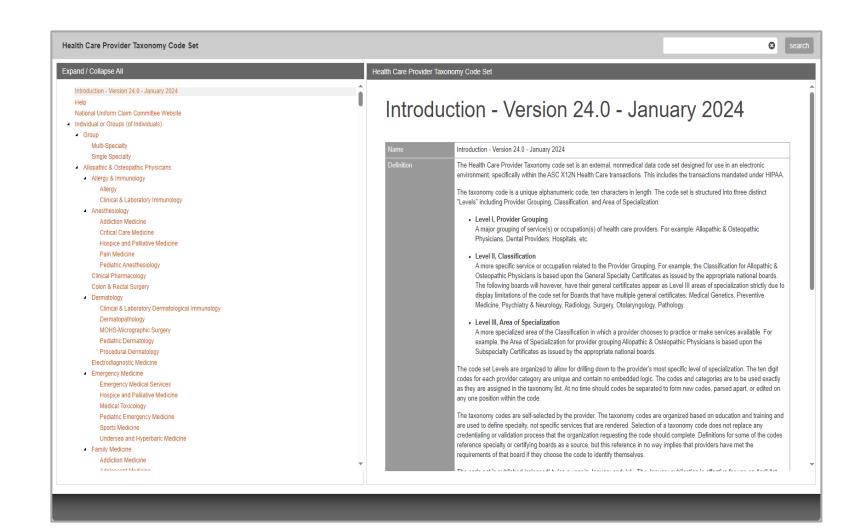


 Enter in Taxonomy Code or click on (◄) next to the words, Click here for Taxonomy List, to look up the appropriate taxonomy code.



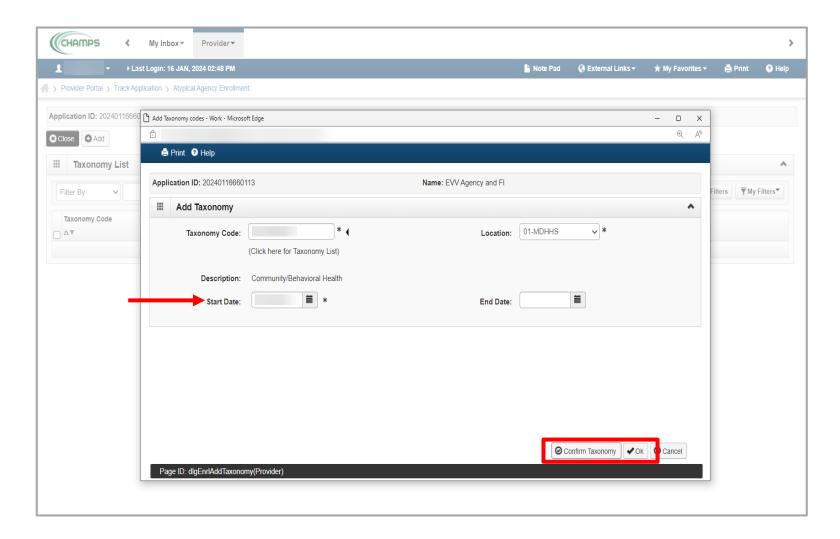


- After clicking () the
 <u>National Uniform Claim</u>
 <u>Committee</u> webpage will popup.
- Press (Ctrl+F) to search for the appropriate taxonomy code.



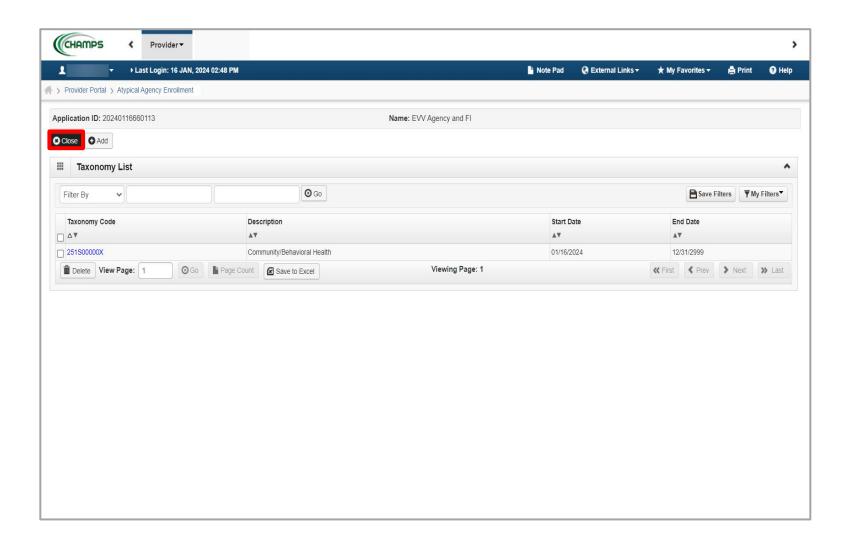


- Enter Start Date.
 - Note: Start Date is the date the application is being completed.
- Click Confirm Taxonomy.
- Click Ok.





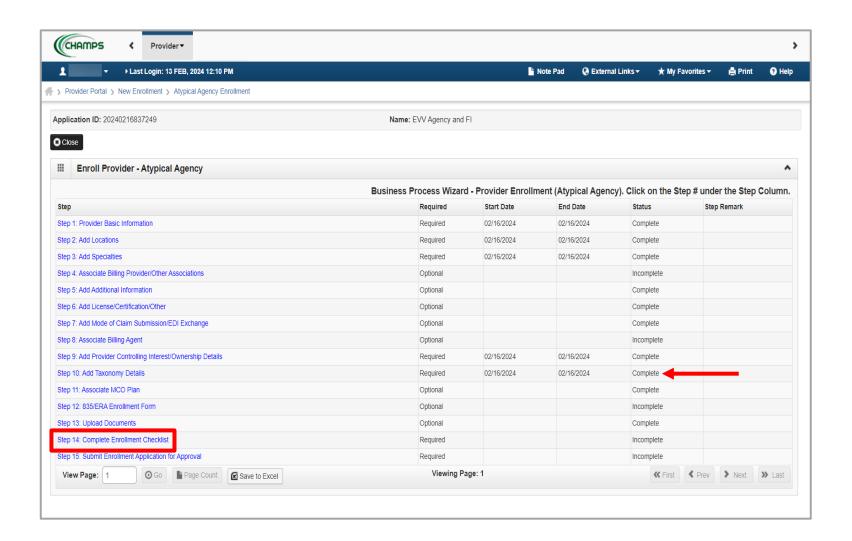
- The Taxonomy Code information will now be displayed.
- Click Close.





EVV Agency & FI: Step 14: Complete Enrolment Checklist

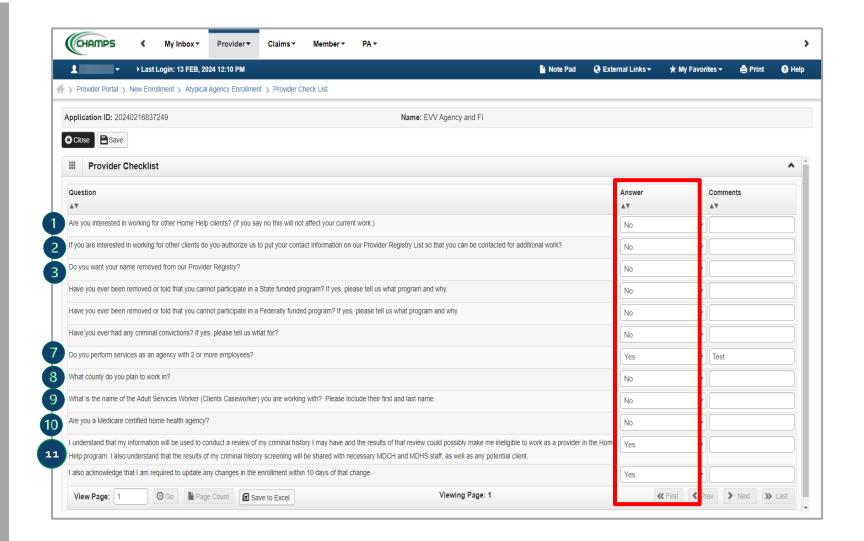
- Step 10 is complete.
- Click Step 14: Complete Enrollment Checklist.
- Note: 11 13 are optional steps.





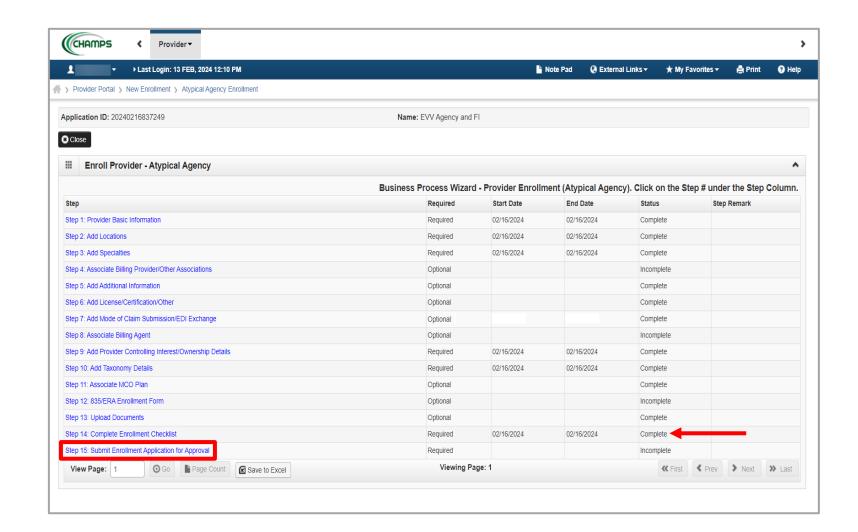
EVV Agency & FI: Step 14: Complete Enrolment Checklist

- Answer all of the Provider
 Checklist questions by choosing
 Yes or No from each drop-down
 menu in the Answer column. If an
 answer is required, choose Yes
 and put the answer in Comments.
- Note
 - Questions 1 3, if you are a provider in a program other than Home Help, you should answer "No".
 - Questions 7 11, if you are a provider in a program other than Home Help, you should answer "No".
- Click Save.
- Click Close.



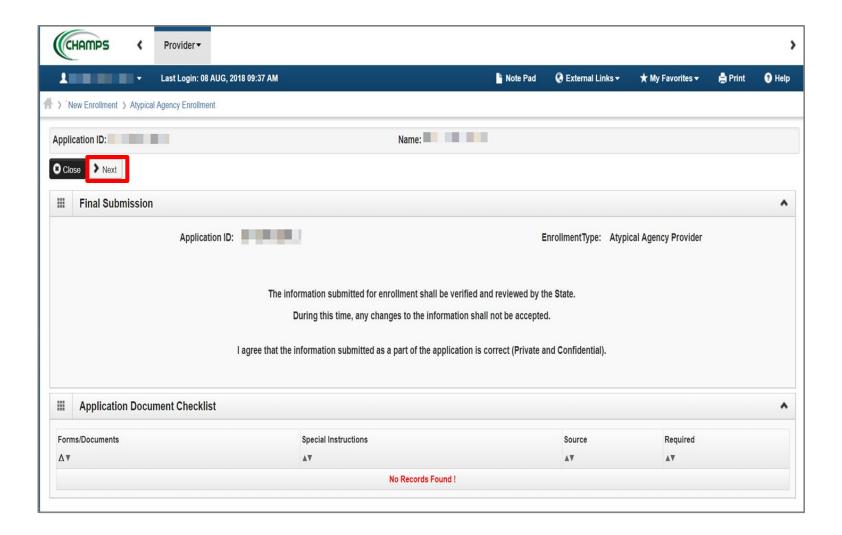


- Step 14 is complete.
- Click Step 15: Submit Enrollment Application for Approval.



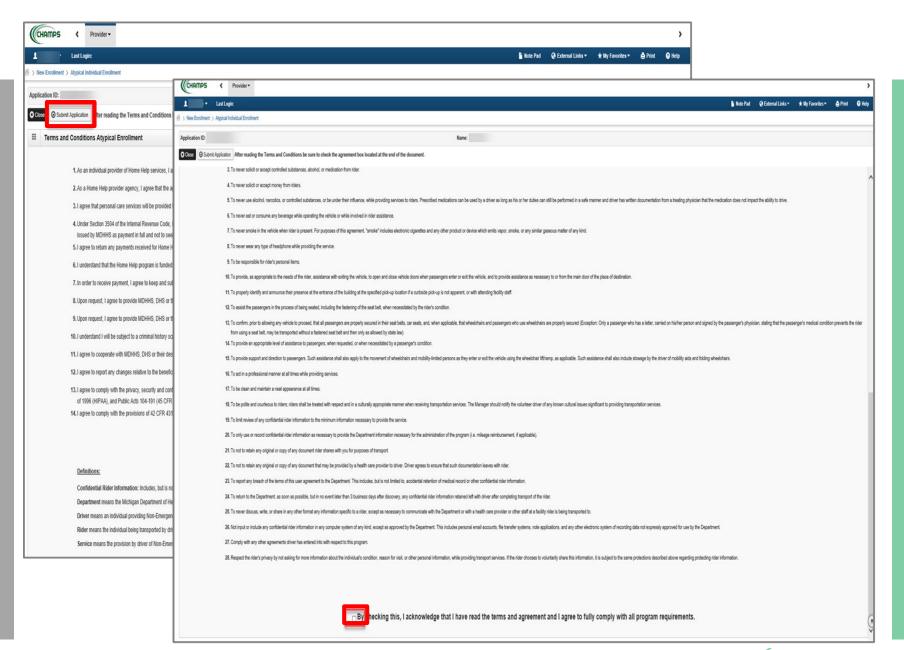


 Click Next. By clicking the Next button, you "agree that the information submitted as part of the application is correct (Private and Confidential)."



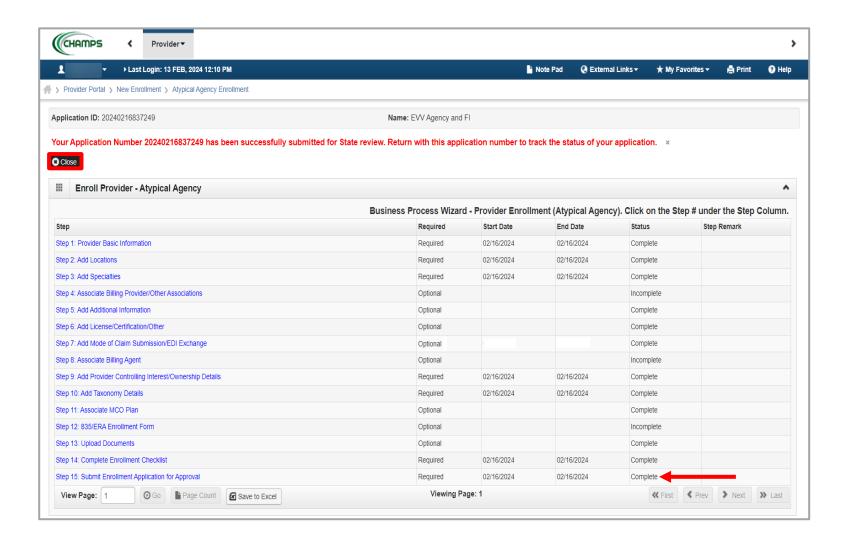


- Read the Terms and Conditions Atypical Enrollment statement.
- Check the box at the bottom indicating you have read and agree to the terms.
- Click Submit Application.





- If you have not taken note of your Application Number, please do so for tracking purposes.
- Click Close and close out of the application.

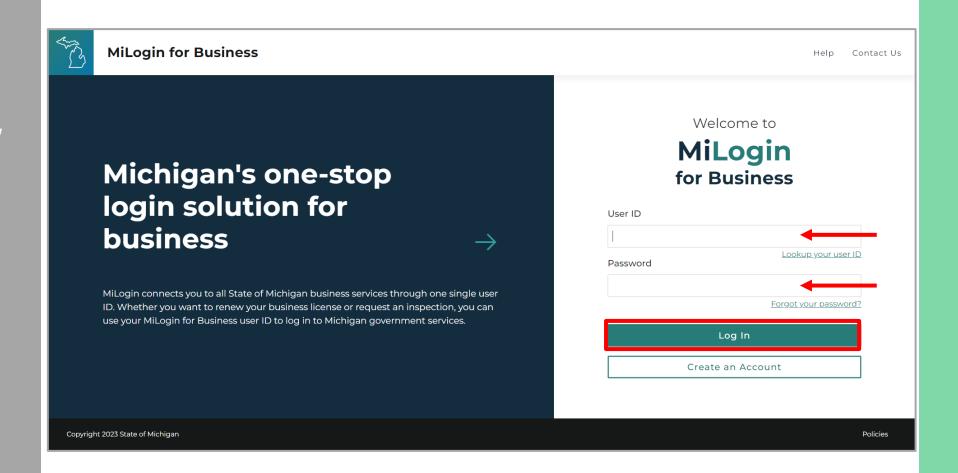




How to Track the Status of your CHAMPS Provider Enrollment Application

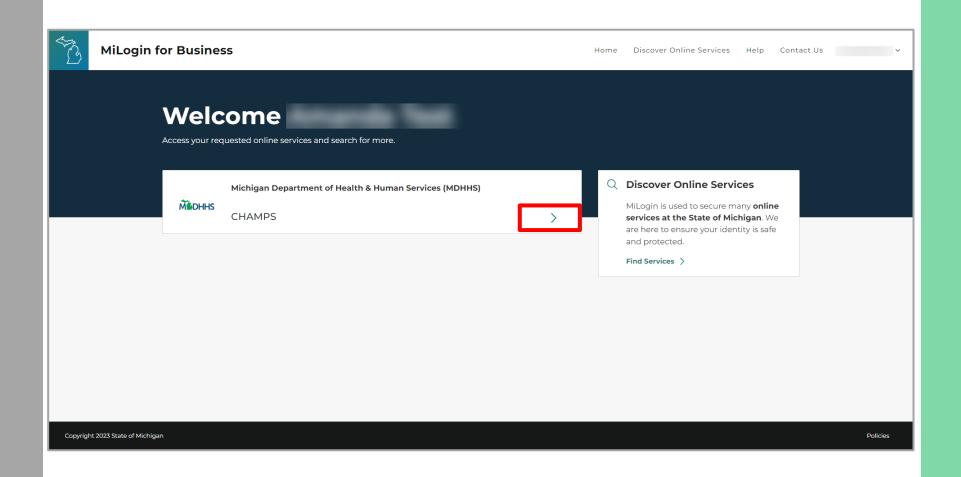


- Open your web browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox, etc.).
- Enter
 <u>https://milogintp.Michigan.g</u>
 <u>ov</u> into the search bar.
- Enter the User ID and Password and click Login
 - If you don't remember your User ID or Password, you can select "Lookup your User ID" or "Forgot your password?"



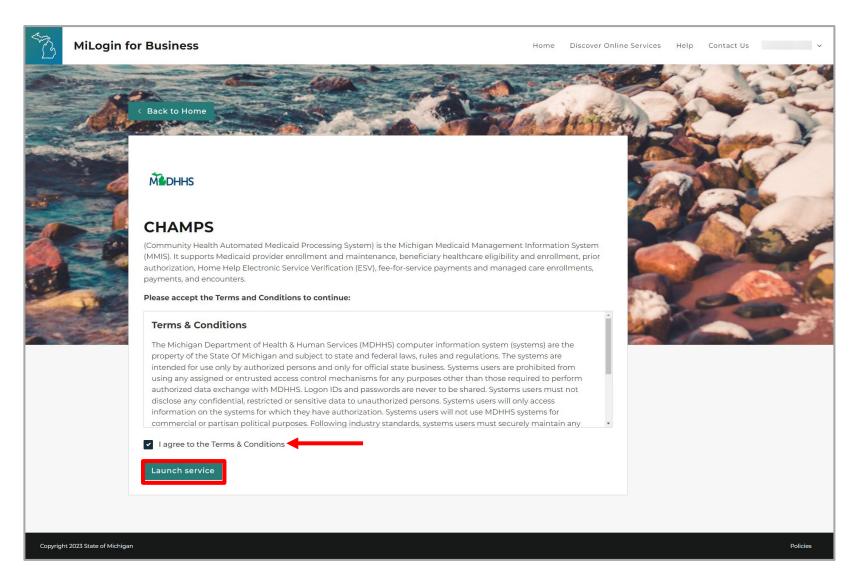


- You will be directed to your MiLogin Welcome Page.
- Click the CHAMPS hyperlink.



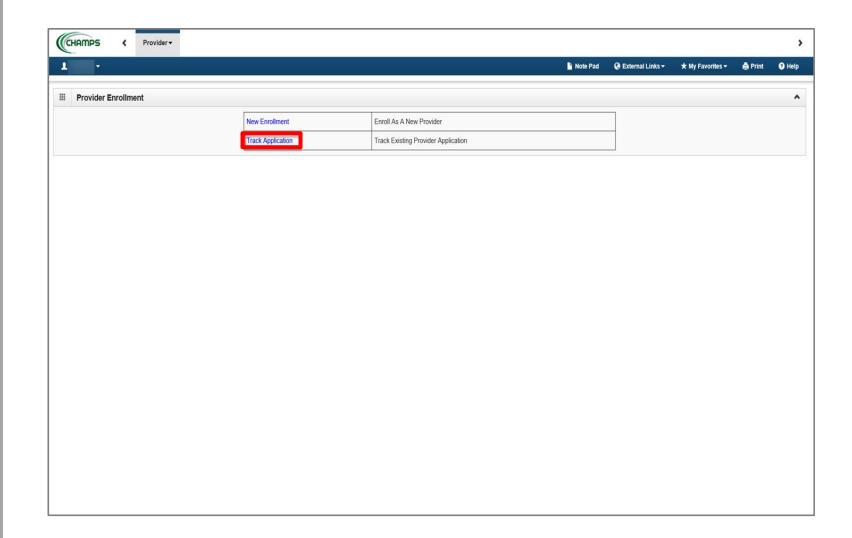


- Review the terms and conditions and check the 'l agree to the Terms & Conditions'.
- Click Launch service.



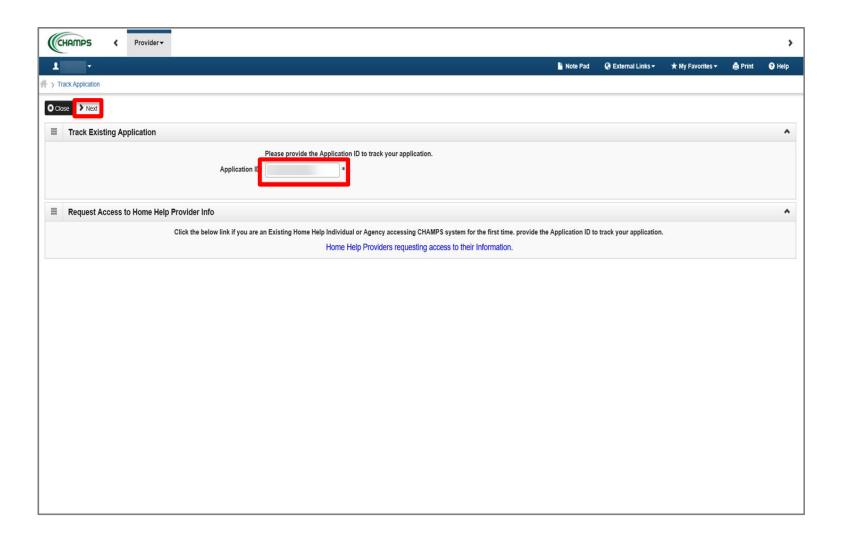


- If you would like to check the status of your application, you can do so from the CHAMPS homepage.
- On the homepage, click the Track Application hyperlink.



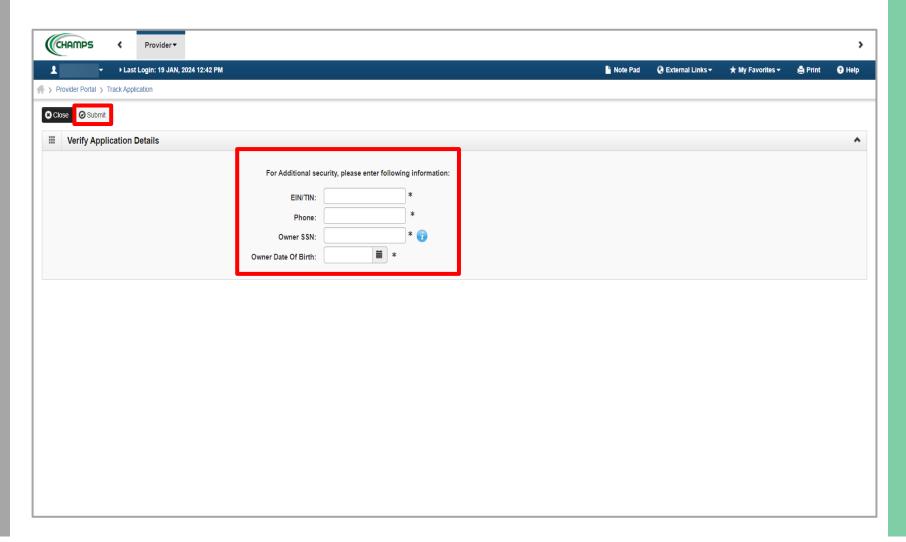


- Enter your Application ID.
- Click Next.



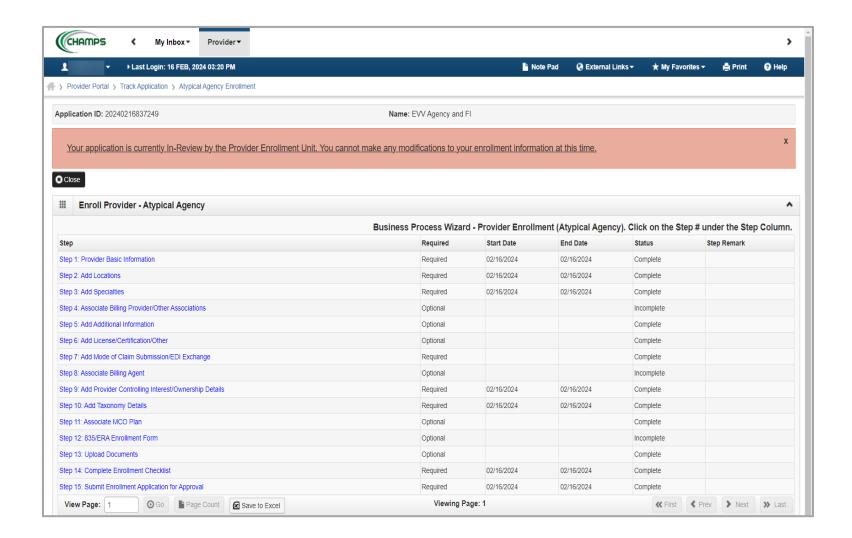


- Enter your EIN/TIN from step 1, Phone Number from step 2, Social Security Number, and Date of Birth of any owner provided in step 9.
- Click Submit.





A text box at the top will confirm the status of your application. If you do not see this statement, you have not completed and submitted the application to the state for review. Please complete all required steps prior to submitting.





Provider Enrollment Final Steps

- Allow the State time to review the Provider Enrollment Application.
- After the State has reviewed the Provider Enrollment Application Providers will receive a letter letting them know whether the application has been approved or denied.
 - The confirmation letter will be mailed to the Correspondence Address provided in the Provider Enrollment Application.
- For Provider Enrollment questions, visit the MDHHS Provider Enrollment website at www.Michigan.gov/MedicaidProviders >> select Provider Enrollment or contact 1-800-979-4662.
- For Michigan-specific Electronic Visit Verification (EVV) questions, visit the MDHHS EVV website at www.Michigan.gov/EVV
- For HHAeXchange system questions call 1-855-400-4429 or visit the project website at www.hhaexchange.com/info-hub/Michigan



Provider Resources



Electronic Visit Verification website:

www.Michigan.gov/EVV



We continue to update our Provider Resources:

CHAMPS Resources

EVV Listserv Instructions

Stakeholder and Partner Meetings

21st Century Cures Act



CHAMPS Enrollment Questions:

 $\underline{ Provider Support@Michigan.gov}$

1-800-979-4662



Thank you for participating in the Michigan Medicaid Program

