

2015 Biller "B" Aware Archives

December 22, 2015: Attention Home Health and Hospice Providers: In alignment with CMS and effective January 1, 2016, the CHAMPS system will recognize new G-Codes to differentiate levels of nursing services provided during a hospice stay and a home health episode of care.

- G0299 Service is provided by an RN
- G0300 Service is provided by an LPN

Effective for hospice dates of service on and after January 1, 2016 and for home health episodes of care ending on or after January 1, 2016, the previous code G0154 will be retired. Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

December 22, 2015: System Outage: Due to system maintenance, the CHAMPS system will be down Thursday, December 31st, 2015 between 8:00 PM EST and 11:59 PM EST. This outage will affect CHAMPS system access for all functionality. We apologize for any inconvenience this may cause.

December 18, 2015: Attention All Providers: Per [MSA-15-49](#) Cost-Sharing Limits, the eligibility response within CHAMPS includes the following cost-sharing information: Cost-Share Met (Y or N); Cap Amount Remaining; and Copayment (for various services). Please see [Cost-Share Examples](#) for further information including CHAMPS screen-shots. Cost-sharing information will be reported within the MSG section found under each beneficiary on the 271 eligibility response file. Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

December 15, 2015: Attention Nursing Facility Medicaid Fee for Service Providers: As part of the December 11, 2015 CHAMPS system update, the final phase of the Medicare Advantage Coinsurance Pricing Logic was implemented. For claim dates of service 2010 and prior, please refer to the Medicaid Provider Manual under General Information for Providers Chapter, Section 12.4 Provider Returning Overpayments.

For claim dates of service 2011 and forward, MDHHS will be initiating the claim adjustment within the next few weeks. Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

December 15, 2015: Attention Hospice Providers: CHAMPS will be ready to process and reimburse claims for the two-tiered routine hospice rates beginning January 1, 2016. However, CHAMPS will not be able to process the new SIA payment until an upgrade is completed in late March 2016. Starting January 1, 2016, providers may bill for the SIA with G codes G0299 and G0155, but these will reject in CHAMPS until the

system updates are functional. Once functionality is in place, MDHHS will resurrect any claims with G-codes G0299 and G0155 from January 2016 onward and process SIA payments to providers. Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

December 10, 2015: Attention ALL Providers: CHAMPS Document Management Portal (DMP) and CHAMPS Archived Documents function will be unavailable from Thursday December 10, 2015 at 6:00 PM until Monday December 14, 2015 at 8:00 AM to allow for maintenance and upgrades for document archiving and retrieval. We apologize for any inconvenience.

December 9, 2015: System Outage: Due to CHAMPS system maintenance, the CHAMPS system will be down between 2:00 PM Saturday, December 12th, 2015 and 6:00 AM Sunday December 13th, 2015. This outage will affect the system access for all functionality. We apologize for any inconvenience this may cause.

December 01, 2015: Attention Nursing Facility Medicaid Fee for Service Providers: UPDATE: This is an update to the message posted November 18, 2015, related to the Michigan Medicaid Nursing Facility Level of Care Determination (LOCD) migration from the Legacy LOCD System into CHAMPS.

MDHHS has identified rejected claims that were denied incorrectly and are re-processing these denied claims. The re-processing will include only those denied claims affecting LOCDs that were conducted more than once within the Legacy system whereby the incorrect migrated LOCD was end-dated. MDHHS is aware the end dates remain incorrect and are working to resolve this issue. Newly submitted claims will no longer be denied for LOCD end dates.

November 20, 2015: Attention ALL Providers: Michigan Department of Health and Human Services (MDHHS) Provider Relations Section would like to provide notification that we will begin using Adobe Connect for virtual [Medicaid trainings](#). Adobe Connect is a web-based program that offers many features and will be beneficial in providing better customer service to providers.

There will be some minor changes with registration and accessing the trainings. The information within this [guide](#) will provide assistance. We ask that you please take the time before the training to review the guide to best assist us in this transition.

We will begin using this new tool immediately. December trainings are now available and additional virtual trainings will be posted on our [website](#) on or around January 1, 2016.

If you have any questions, please email ProviderOutreach@michigan.gov

November 19, 2015: Attention ALL Providers & Trading Partners: Due to the State of Michigan Holiday (Thursday, November 26, 2015 and Friday, November 27, 2015), the

date for warrants and Electronic Fund Transfers (EFTs) will be moved to Wednesday, November 25, 2015. Please contact AutomatedBilling@michigan.gov for any further questions.

November 18, 2015: Attention ALL Providers: MDHHS will no longer reimburse claims for a newborn when CHAMPS identifies the mother is enrolled in a Medicaid Health Plan (MHP). Initial informational claim editing will begin with claims adjudicated on or after December 11, 2015. Providers will see the Claim Adjustment Reason Code (CARC) 128 – Newborn’s services are covered in mother’s allowance on their remittance advice. Initial claim editing will result in informational editing only. At a future determined date, claims billing to the incorrect payer will result in a denial.

Providers are encouraged to review [L-letter 15-66](#) for further information and to check the MHP of the mother when rendering services for newborns in order to ensure services are being billed to the correct and appropriate payer.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

November 18, 2015: Attention Nursing Facility Medicaid Fee for Service Providers: Due to system issues in the migration of the Level of Care Determination (LOCD) from the Legacy into CHAMPS, two issues have been identified:

1. The LOCDs that migrated from Legacy to CHAMPS and did not contain the member ID number were not included in the nightly match process. To address these affected LOCDs, we are requesting the provider to enter a copy of the Legacy LOCD into CHAMPS and include the member ID number. If the LOCD date does not go back to the date of the Legacy LOCD, please email copies of BOTH the Legacy LOCD and the CHAMPS-based LOCD Freedom of Choice (FOC) forms to ProviderSupport@michigan.gov. Provider Support will adjust the CHAMPS-based LOCD start date to the LOCD start date that was registered in the Legacy system.

REMINDER

For any new Level of Care Determination (LOCD) tool created in the CHAMPS system, the NPI number in the LOC 02 segment must match that of the NPI conducting the LOCD tool. The LOCD tool will remain incomplete until they match with the following status: **LOCD complete waiting LOC.**

November 10, 2015: Attention ALL Providers: UPDATE: This is an update to the message posted October 30, 2015 related to access to Predictive Modeling Request for Documentation Letters within CHAMPS archived documents being temporarily unavailable. Effective November 9, 2015, Requests for Documentation Letters can be accessed within CHAMPS archived documents. Providers with further questions can contact Provider Support by email at ProviderSupport@michigan.gov or by phone at 1-800-292-2550.

November 10, 2015: Attention ALL Providers: Due to maintenance activities, the FileNet system will be down between 6:00 PM and 11:59 PM Thursday, November 12th, 2015. Providers will not be able to search Archived Documents, Complete EHR applications, View Paper Claims and/or use DMP application/faxes during this time. We apologize for any inconvenience.

November 10, 2015: System Outage: Due to system maintenance, the CHAMPS system will be down between 6:00 PM Saturday, November 14th and 6:00 AM Sunday, November 15th, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience.

November 9, 2015: Attention Dental Providers: Effective January 1, 2016, the Michigan Department of Health and Human Services (MDHHS) is converting the MIChild program to a Medicaid expansion program. Although individuals will be enrolled in a Medicaid expansion program, the program will continue to be referred to as the MIChild program.

All MIChild eligible children will receive dental services only through Delta Dental/Healthy Kids Dental program. MIChild dental benefits will be identical to the current Healthy Kids Dental benefits. Beneficiaries currently receiving dental services through Golden Dental will be transitioned to the Delta Dental/Healthy Kids Dental program and will receive a letter about this transition. Providers are to complete any dental procedures that are in progress.

If you are not currently enrolled with Delta Dental, please contact Delta Dental for enrollment and billing requirements. Please be reminded, Michigan Medicaid policy requires verification of a beneficiary's eligibility information prior to rendering services.

MDHHS will continue to provide update notices throughout this conversion. Please visit the [MIChild Provider](#) website for more information. Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

November 9, 2015: Attention ALL Providers: Effective January 1, 2016, the Michigan Department of Health and Human Services (MDHHS) is converting the MIChild program to a Medicaid expansion program. Although individuals will be enrolled in a Medicaid expansion program, the program will continue to be referred to as the MIChild program.

All currently enrolled MIChild households will receive a letter informing them of this transition, when this will happen, and what to do next. Children who are currently enrolled in MIChild will automatically be transitioned from their current health plan to a Medicaid Health Plan or Fee-for-Service. There will be no gap in coverage and individuals will have access to more benefits because of this change. The MIChild program will provide dental services only through Delta Dental/Healthy Kids Dental program. Those individuals who receive dental care through Golden Dental will receive a letter about transitioning to Delta Dental/Healthy Kids Dental program.

Many individuals will stay in the same health plan and will keep their same provider(s). Those individuals that may have to switch health plans or providers will be assisted by MICHild in selecting a health plan that services their area. Please be reminded, Michigan Medicaid policy requires verification of a beneficiary's eligibility information prior to rendering services.

MDHHS will continue to provide update notices throughout this conversion. Please visit the [MICHild Provider](#) website for more information. This website will be updated as more information becomes available. Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

November 02, 2015: Attention ALL Providers: Currently the hyperlink within CHAMPS to view "Commercial/Other" Third Party Liability (TPL) information is disabled in error for beneficiaries who do not have an active Medicaid (MA) benefit plan but have active coverage through another benefit plan (example, beneficiaries with Children's Special Health Care Service (CSHCS) only coverage). This defect will be corrected at a later date and until resolved, providers can use alternate tools to verify other insurance information for these beneficiaries.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

October 30, 2015: Attention ALL Providers: The Michigan Department of Health and Human Services (MDHHS) is currently reviewing Predictive Modeling processes. Due to this review, access to Predictive Modeling Request for Documentation Letters within CHAMPS archived documents are temporarily unavailable. Additional information will be posted as it becomes available. We apologize for any inconvenience.

Providers with further questions can contact Provider Support by email at ProviderSupport@michigan.gov or by phone at 1-800-292-2550.

October 29, 2015: Attention Nursing Facilities, PACE, MICHoice and MIHealth Link Plans: The Michigan Medicaid Nursing Facility Level of Care (LOCD) will not be available at its current location beginning Thursday, October 29th, 2015 at 5:00 PM. The LOCD application will be migrated to the CHAMPS system. All online LOCDs created in the current legacy system as of October 29th, 2015 will be migrated to the CHAMPS LOCD system over the weekend. Providers may begin entering online LOCDs on Monday, November 2nd, 2015 and must have an LOCD profile to complete an LOCD. Please do not recreate online LOCDs in CHAMPS that you created in the legacy LOCD system.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

October 28, 2015: System Outage: Due to a CHAMPS system release, the CHAMPS system will be down between 7:00 PM Friday, October 30th, 2015 and 2:00 AM on

Saturday, October 31st, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience this causes.

October 26, 2015: Attention Outpatient Hospital Providers: In alignment with MSA policy bulletin [15-38](#): *Effective for dates of service on and after October 1, 2015, the outpatient hospital non-emergency room visit copayment requirement will no longer apply to outpatient hospital claims billed with Revenue Code 0451 **without** Revenue Code 0452.* CHAMPS system updates to the claim editing will not take place until the December 11, 2015 release. After the December release, MDHHS will adjust any affected claims to allow them to correctly adjudicate and no longer apply a copayment

October 21, 2015: Attention ALL Providers: The Michigan Department of Health and Human Services (MDHHS) Provider Relations Section would like to hear from you. In an effort to plan for upcoming training webinars and provide the best resources to suit your needs, your assistance is needed. Please participate in a [short survey](#) to indicate your topics of interest. This survey will remain open until Friday, November 6, 2015.

October 21, 2015: Attention ALL Providers: Effective September 25, 2015, a change was made to the CHAMPS system. This change modified the provider view for the Member Eligibility Inquiry screen. If a member no longer has active Medicaid, the hyperlink to view “Commercial/Other” Third Party Liability (TPL) information is disabled. Because TPL does not always maintain TPL/Other Insurance information for members that do not have active Medicaid coverage, this information was disabled to prevent inaccurate information from being reported.

October 20, 2015: Attention ALL Providers: Effective October 26, 2015, the MDHHS Third Party Liability (TPL) [Update Other Insurance Now! Online form](#) will be updated. You will now receive a confirmation number when you submit your request. If an email address is added within the Requestor Information section, once TPL completes your request, you will receive an email with the confirmation number and the status of your request. Please allow up to 10 business days for information to be verified and updated in the system. Please check your spam or junk email folders if you do not receive the email after 10 business days. Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

October 19, 2015: Attention Hospice Providers: Effective January 1, 2016, the following billing requirements are being recommended to all Hospice providers: Routine Home Care Hospice for Hospice claims submitted on/after November 1, 2015, Hospice Certification Date (Occurrence Code 27 & Date) must be reported on every Hospice claim. Hospice claims submitted to MDHHS must be in date sequence order. Please ensure payment is received for the initial Hospice month prior to submitting claims for subsequent months. When applicable, the date of death must be reported using Occurrence Code 55 and Date. Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

October 14, 2015: Attention ALL Providers: MDHHS would like to remind providers to check CHAMPS or DEG inboxes weekly for 835/ERA files. 835/ERA files are posted weekly and remain posted for a period of ten days. For further questions, please contact AutomatedBilling@michigan.gov.

October 7, 2015: Attention All Providers: In compliance with CMS guidance, any Predictive Modeling Request for documentation letter will now advise providers that the time frame allowance to submit the required medical records has been increased from 30 days to 45 days.

October 7, 2015: System Outage: Due to system maintenance, the CHAMPS system will be down between 6:00 PM Saturday, October 10th, 2015 and 6:00 AM Sunday, October 11th, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience.

October 01, 2015: Attention Hospice Providers: Effective October 1, 2015, four Michigan Core Based Statistical Area (CBSA) codes (24340, 99923, 26100, 47644) will be eliminated. Providers will need to report a new CBSA code assigned by the Centers for Medicare & Medicaid Services (CMS). This is due to changes in the fiscal year (FY) 2016 [Hospice Wage Index](#) and a transition to revise geographic area delineations.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

September 24, 2015: Attention ALL Providers: Michigan Department of Community Health (MDCH) and Michigan Department of Human Services (MDHS) has recently merged to form Michigan Department of Health and Human Services (MDHHS). Effective October 1st, 2015, the merge of MDCH and MDHS websites will be completed. There may be a time period where links are broken and pages may not function correctly during this merger process. MDHHS will be working ongoing to correct these issues during this website merge. Thank you in advance for your patience.

If you are unable to find something on the new website, please contact ProviderOutreach@michigan.gov or MSAPolicy@michigan.gov for assistance.

September 22, 2015: System Outage: Due to a CHAMPS major release deployment, the CHAMPS system will be down between 7:00 PM Friday, September 25th 2015 and 2:00 AM Saturday, September 26th 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience this may cause.

September 09, 2015: System Outage: Due to CHAMPS Interim release deployment and CHAMPS monthly maintenance activities, the CHAMPS system will be down between 6:00 PM Saturday, September 12th, 2015 and 6:00 AM Sunday, September 13th, 2015. This outage will affect the system access for all functionality.

August 27, 2015: Attention ALL Providers: Due to unanticipated systems issues, some beneficiaries did not receive timely Medicaid coverage. While this issue has been resolved, MDHHS is notifying affected beneficiaries and providers and is providing further direction on how both may receive appropriate reimbursement. Providers who had claims denied for eligibility edits for Medicaid beneficiaries in the groups as outlined in [L-letter 15-48](#), are directed to resubmit those claims for consideration by March 31, 2016. Claims with dates of service greater than 12 months from the date of submission need to have "MAGI Corrective Action" reported in the claim notes section (HIPAA transaction NTE segment Loop 300) in order for the claim to process correctly. MDHHS also asks providers for patience when taking action against those beneficiaries with an outstanding balance, and encourages providers to delay initiation of any collections proceedings until affected claims are submitted and reprocessed.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

August 26, 2015: Attention Ambulance Providers: The system issue that is currently denying claims with CARC 18, exact duplicate claim/service, has been corrected. The system has been updated and the claims can now be rebilled. Please provide the appropriate Patient Account Number (Run number) on each claim when billing for two exact separate transports on the same date of service. The Ambulance Multiple run billing policy can be reviewed in the [Medicaid Provider Manual](#) under Billing and Reimbursement for Professionals Chapter, Section 7.2.B. Multiple Transports per Beneficiary; and Billing and Reimbursement for Institutional Providers Chapter, Section 7.3.B. Multiple Transports per Beneficiary.

Providers with further questions can contact Provider Support by email ProviderSupport@michigan.gov or by phone 1-800-292-2550.

August 20, 2015: Attention Inpatient Hospital Providers: Inpatient Hospital confinements that contained a "from" 2013 date of service spanning to a "through" 2014 date of service, may have inadvertently reflected an inaccurate reimbursement amount. Claims affected have been recycled and will begin to appear on your remittance advice by September 3, 2015. Please review the following for information on [how to verify the Adjustment Source of your claim](#).

August 19, 2015: Attention ALL Providers: Core 270/271: Real-time Eligibility transactions were experiencing session time-outs between 6:00 and 7:30pm on August 18, 2015. The issue has been resolved and we currently monitoring the system to ensure all services are running normal. We apologize for any inconvenience.

August 14, 2015: Attention ALL Providers: Intermittent Delays: Due to CHAMPS system maintenance, 270/271 files are experiencing intermittent delays. Our system continues to be monitored closely and additional information will be posted as it becomes available. We apologize for any inconvenience.

August 11, 2015: Attention Outpatient Hospital Providers: April 2015 Quarterly APC & ASC software was loaded to CHAMPS on May 9, 2015. There will be a delay in loading the July 2015 Quarterly APC & ASC software until September 12, 2015. Claims with dates of service on or after July 1, 2015 will be adjusted or resurrected to process using the appropriate software version.

Providers with further questions can contact Provider Support by email ProviderSupport@michigan.gov or by phone 1-800-292-2550.

August 11, 2015: Attention Hearing Providers: The Michigan Early Hearing Detection and Intervention (EHDI) program collaborates with professionals to promote newborn hearing screening, diagnostic hearing testing, and early intervention for newborns and young children with hearing loss. The Michigan Medicaid State Plan is an agreement between the state and federal government that identifies the general health care services, reimbursement, and eligibility policies in effect under Michigan Medicaid. Currently, Medicaid is offering virtual training sessions to help hearing providers navigate the billing system to help decrease errors in billing and to help ensure a smooth reimbursement process. Please take the time to provide your input and training needs by responding to this [survey link](#) by September 1, 2015.

August 11, 2015: Attention ALL Providers: MDHHS would like to remind providers of current Medicaid policy as outlined within the Medicaid Provider Manual, Practitioner Chapter, Section 3.13.A. Coverage of the Injectable, "When administering a dose drawn from a multidose vial, only the amount administered to the beneficiary is covered. If a drug is only available in a single use vial and any drug not administered must be discarded, the amount of the drug contained in the vial is covered."

Providers with further questions can contact Provider Support by email ProviderSupport@michigan.gov or by phone 1-800-292-2550.

August 04, 2015: System Outage: Due to a CHAMPS interim release deployment and CHAMPS monthly maintenance activities, the CHAMPS system will be down between 6:00 PM Saturday, August 8th 2015 and 6:00 AM Sunday, August 9th 2015. This outage will affect the system access for all functionality. We apologize for any inconvenience this causes.

August 04, 2015: Attention Managed Care (MC) Inpatient and Outpatient Hospital Providers: UPDATE: In regards to the message posted July 28, 2015 related to the April FD622 MC (for Managed Care Encounter Data) reports for April 5, 12, 19, and 26th, 2015 pay cycle dates, most of these reports for April payroll are now complete. However, due to system issues, the FD622 MC Outpatient report for April 5, 2015 payroll date is still in the process of being re-run with an expected completion date of August 5, 2015.

Providers with further questions can contact Provider Support by email ProviderSupport@michigan.gov or by phone 1-800-292-2550.

July 28, 2015: Attention Managed Care (MC) Inpatient and Outpatient Hospital

Providers: Due to a system issue, the April FD622 MC (for Managed Care Encounter Data) reports will be purged and reloaded for April 5, 12, 19, and 26th, 2015 pay cycle dates. These reports will be completed by August 4th, 2015.

Providers with further questions can contact Provider Support by email ProviderSupport@michigan.gov or by phone 1-800-292-2550.

July 27, 2015: System Outage: Due to a CHAMPS interim release deployment, the CHAMPS system will be down between 7:00 PM and 11:00 PM Friday, July 31st 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience this causes.

July 16, 2015: Attention ALL Providers: Based on provider feedback, MDHHS is implementing improved changes to our Provider Support Services automated phone options. Effective July 20, 2015, the phone options are changing as follows:

Main Menu:

Option 1: Medicaid Beneficiaries Only

Option 2: Adult Foster Care and Home Help (Chore) Services

Option 3: All claims status and payment related questions

Option 4: All non-claims questions including assistance with Provider Enrollment

Providers with further questions may contact Provider Support by phone at 1-800-292-2550 or email ProviderSupport@michigan.gov

July 13, 2015: Attention ALL Providers: The latest batch of MDCH Quarterly Newborn Recoveries is currently being processed. This batch includes fee for service claims for newborns that were retroactively enrolled into a Medicaid Health Plan. Please note, as with previous quarterly newborn take backs, claims must be submitted to the Medicaid Health Plans within 60 days from the Medicaid Remittance Advice date. Please review the following for information on [how to verify the Adjustment Source of your claim.](#)

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or by email ProviderSupport@michigan.gov

July 07, 2015: Attention ALL Providers: Based on provider feedback, MDHHS is implementing improved changes to our Provider Support Services automated phone options. Effective July 20, 2015, the phone options are changing as follows:

Main Menu:

Option 1: Medicaid Beneficiaries Only

Option 2: Adult Foster Care and Home Help (Chore) Services

Option 3: All claims status and payment related questions

Option 4: All non-claims questions including assistance with Provider Enrollment

Providers with further questions may contact Provider Support by phone at 1-800-292-2550 or email ProviderSupport@michigan.gov

July 07, 2015: System Outage: Due to a CHAMPS major release deployment and CHAMPS monthly maintenance activities, the CHAMPS system will be down between 2:00 PM Saturday, July 11th 2015 and 6:00 AM Sunday, July 12th 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience.

July 01, 2015: Attention ALL Providers: As part of the Document Management Portal (DMP) update on June 26, 2015, DMP is now compatible with different browsers and versions including: IE 8-11, Mozilla Firefox and Google Chrome. If you are experiencing issues with these changes in DMP, please follow these instructions to delete your browser's cache: [DELETING CACHE INSTRUCTIONS.](#)

Providers with further questions can contact provider support by phone 1-800-292-2550 or by email ProviderSupport@michigan.gov

June 23, 2015: Attention Inpatient and Outpatient Hospital Providers: MDHHS misidentified Title XIX as Title XVIII claims on the FD-622 reports for both Fee for Service (FFS) and Managed Care (MC). MDHHS will be re-running FD-622 reports beginning June 22, 2015 until completed for both the CVS and PDF versions beginning with the May 7, 2015 pay cycle date up to the current pay cycle date.

Providers with further questions can contact Provider Support by email ProviderSupport@michigan.gov or by phone 1-800-292-2550.

June 23, 2015: System Outage: Due to a CHAMPS major release deployment, the CHAMPS system will be down between 7:00 PM Friday, June 26th 2015 and 2:00 AM Saturday, June 27th 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience.

June 03, 2015: System Outage: Due to system maintenance, the CHAMPS system will be down between 6:00 PM Saturday, June 13th through 6:00 AM Sunday, June 14, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience.

May 28, 2015: Attention Inpatient Hospital Providers: As part of the CHAMPS update on April 24, 2015, inpatient hospital claims processed and denied with RARC N47 (15 day readmission). Providers can now view the paid inpatient claim that is causing their current claim to deny if the paid claim was to a different or the same facility by utilizing the claim limit list function within CHAMPS.

To find the paid claim, locate the current denied claim within CHAMPS claim inquire and select the TCN number and the service line ending in '01' of the denied claim and choose claim limit list from the show drop-down box. The current claim displayed will be

the current denied claim and the history claim displayed will be the paid claim. For further instructions follow the [Claim Limit List tutorial](#).

Providers with further questions may contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov.

May 28, 2015: Attention ALL Providers: Effective June 1, 2015 MDHHS Third Party Liability (TPL) has updated the Pending TPL Void Letter and Report. The content of the letter and report remains the same, only the view has changed. As part of the update, one report will now be generated for BCBS, Commercial and Medicare primary beneficiaries. These were previously separate generated reports. Providers can still access the Pending TPL Void Letter and Report within CHAMPS archived documents. For further instructions on finding the information within CHAMPS please visit: <http://www.michigan.gov/mdch/0,4612,7-132-2943-343541--,00.html>.

Providers with further questions may contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

May 28, 2015: Attention ALL Providers: The Data Exchange Gateway (DEG) will be unavailable on Saturday, May 30, 2015 from 10:00 AM to 4:00 PM EST. Please refrain from submitting files during this maintenance period.

Please contact AutomatedBilling@michigan.gov if you require further assistance.

We apologize for any inconvenience this may cause.

May 21, 2015: Attention ALL Providers: MDHHS would like to remind providers of current Medicaid policy for newborn billing. [Medicaid Provider Manual](#), Beneficiary Eligibility Chapter, Section 7: Newborn Child Eligibility: If the mother is enrolled in a Medicaid Health Plan (MHP) at the time of delivery, the newborn's services are also the responsibility of the MHP unless the child is placed in foster care. Providers are encouraged to check the MHP of the mother when rendering services for newborns in order to ensure services are being billed to the correct and appropriate payer.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

May 19, 2015: Attention ALL Providers: As part of the June 26 update within CHAMPS, starting with Remittance Advice July 2: To comply with ACA guidelines, MDHHS will change the way the Claim Adjustment Reason Code (CARC) is reported on the 835 and Paper Remittance Advice. CARC 22 will be replaced with CARC 23 - the impact of prior payer(s) payments and/or adjustments. CARC 22 will continue to be reported for when a claim denies for Other Insurance that was not reported on the claim. Providers are encouraged to review their internal systems to see if changes are needed for automatic posting of remittance advices.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

May 19, 2015: Attention Vision Providers: MDHHS would like to remind providers of current Medicaid policy for vision frames and lenses. Medicaid Provider Manual, Vision Chapter, Section 1: Vision providers (e.g., opticians, dispensing ophthalmologists, optometrists) must order frames and lenses from the contractor. A list of lenses is available on the [MDHHS Vision Services Fee Schedule](#) located on the [MDHHS website](#). A list of available frames is available from the contractor which is currently Classic Optical Laboratories. This policy applies to beneficiaries that do not have current primary insurance coverage from either Medicare and/or other commercial insurance and are not enrolled in a Medicaid Managed Care Plan.

May 14, 2015: Attention Inpatient & Outpatient Hospital Providers: MDHHS will void Outpatient Hospital claims for 2012 dates of service to recover paid claims which were not processed in compliance with MSA policy bulletin [10-60](#) and L-letter [14-25](#). Beginning on pay cycle 21 (05/28/2015), the voided claims can be identified by the claim note "OPH 72 hrs rule, DOS 2012 void batch". Providers wanting to adjust their paid Inpatient claim to add the Outpatient charges will need to include "72 hour rule and the Outpatient credited TCN" in the notes or remarks of the Inpatient adjustment in order to bypass timely filing.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

May 05, 2015: System Outage: Due to system maintenance, the CHAMPS system will be down between 6:00 PM Saturday, May 9th, 2015 thru 6:00 AM Sunday, May 10th, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience this may cause.

May 01, 2015: System Outage: Due to system maintenance on the State of Michigan Single Sign On (SSO), the SSO and CHAMPS will be unavailable between 2:00 AM and 12:00 PM Sunday, May 3rd, 2015. This outage will affect CHAMPS system access for all functionality. We apologize for any inconvenience this may cause.

April 24, 2015: Attention ALL Providers: Due to a system error, some providers who receive Electronic Funds Transfer (EFT) payments may have only received an 835 file and remittance advice (RA) showing denied claims for pay cycle 16 (4/23/15). Affected providers did receive their EFT payment but payment information was missing from the 835 file and RA. MDHHS has now completed 835 files and RAs for the paid claims information.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

April 20, 2015: System Outage: Due to CHAMPS system maintenance, the CHAMPS

system downtime will be down between 7:00 PM Friday, April 24, 2015 and 2:00 AM on Saturday, April 25, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience this may cause.

April 17, 2015: **Attention Adult Home Help Services:** [MSA L-Letter 15-22](#) was inadvertently mailed to all Adult Home Help Services Providers. This L-Letter only pertains to Adult Home Help Services providers in the current MI Health Link demonstration counties: Alger, Baraga, Barry, Berrien, Branch, Calhoun, Cass, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Kalamazoo, Keweenaw, Luce, Mackinac, Macomb, Marquette, Menominee, Ontonagon, Schoolcraft, St. Joseph, Van Buren and Wayne. If you are an Adult Home Help Services Provider not within one of these demonstration counties, please disregard this L-Letter as you are not affected by this change.

April 15, 2015: **Attention ALL Providers:** The latest batch of MDCH Quarterly Newborn Recoveries is currently being processed. This batch includes fee for service claims for newborns that were retroactively enrolled into a Medicaid Health Plan. Please note, as with previous quarterly newborn take backs, claims must be submitted to the Medicaid Health Plans within 60 days from the Medicaid Remittance Advice date. Please review the following for information on [how to verify the Adjustment Source of your claim](#).

Providers with further questions can contact provider support by phone 1-800-292-2550 or by email ProviderSupport@michigan.gov

April 07, 2015: **System Outage:** Due to system maintenance, the CHAMPS system will be down between 6:00 PM Saturday, April 11th thru 6:00 AM Sunday, April 12th, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience.

March 31, 2015: **Attention Nursing Facility and Waiver Agency Providers: UPDATE:** In regards to the message posted March 10, 2015 related to the Level of Care Determination (LOCD) tool, the CHAMPS system issue with adding the beneficiary identification number to a LOCD tool where the beneficiary's active benefit plan was other than Medicaid Fee for Service (FFS) has been corrected. For those LOCD's affected, providers are now able to go back into the LOCD and add the beneficiary ID number.

March 31, 2015: **Attention ALL Providers:** As part of the April 24th update within CHAMPS, MDCH will no longer report Claim Adjustment Reason Codes (CARC) with a zero dollar amount on the electronic 835 and Remittance Advice. Claims denied for multiple CARC's will only have one CARC reported at the line level but will have all Remittance Advice Remark Codes (RARC) reported. Providers are encouraged to review their internal systems to see if changes are needed for automatic posting of remittance advices.

Providers with further questions can contact Provider Support by phone 1-800-292-2550

or email ProviderSupport@michigan.gov

March 27, 2015: Attention ALL Providers: Due to the State of Michigan network maintenance activities, the following periodic outages may cause a delay for electronic files:

Core 270/271 Real-time transactions:

Saturday March 28, 2015 5:00 PM - 9:00 pm EST

Sunday March 29, 2015 Beginning at 6:00 AM EST and ending Monday, March 30, 2015 at 2:00 AM EST

Batch 270/271: There may be a delay in receiving batch 271 response files for 270 files submitted after 7:00 PM EST, Friday March 27, 2015.

We apologize for this inconvenience. Please contact AutomatedBilling@michigan.gov with questions or concerns.

March 24, 2015: Attention Outpatient Hospital Providers: All Outpatient Hospital claims with dates of service on or after 1/01/2015 will be adjusted or resurrected to process using the newly loaded January APC software updates and will begin to appear on pay cycle 13 (4/02/15 remittance advice). Adjusted claims can be identified by the claim note "APC Jan 2015 quarterly updates." For further information, providers can review [how to verify the Adjustment Source of your claim](#).

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

March 16, 2015: Attention Professional Providers: MDCH would like to remind providers of current Medicaid policy as outlined within the Medicaid Provider Manual, Billing & Reimbursement for Professionals Chapter, Section 6.4 Ancillary Medical Services, "Immunizations must be reported using the administration fee code(s) and the code identifying the type of vaccine given". In April 2015, MDCH will begin voiding paid claims that reported the administration code without the corresponding immunization code. Medicare primary claims will not be included in these voids.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

March 10, 2015: System Outage: Due to system maintenance, CHAMPS will be down between 6:00 PM Saturday, March 14, 2015 thru 6:00 AM Sunday, March 15, 2015. This outage will affect CHAMPS system access for all functionality. We apologize for any inconvenience this may cause.

March 10, 2015: Attention Nursing Facility and Waiver Agency Providers
UPDATE: When attempting to add the beneficiary identification number to a Level of

Care Determination (LOCD) tool where there is eligibility other than MA, MA-HMP or Spend-down, the following error code is once again being displayed: "LOCD may not be conducted for private pay individual; MA not active as of the date of this LOCD." Until the issue is corrected, MDCH asks providers to continue to conduct LOCD as outlined in current policy.

March 05, 2015: System Outage: Due to CHAMPS interim release deployment, the CHAMPS system will be down between 7:00 PM and 11:00 PM on Friday, March 6th, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience this may cause.

February 19, 2015: System Outage: Attention All Providers: Due to CHAMPS system maintenance, the CHAMPS system will be down between 7:00 PM Friday, February 27, 2015 through 2:00 AM on Saturday, February 28, 2015 with the exception of Core 270/271 real-time transactions which will be down between 7:00 PM and 11:00 PM on Friday, February 27, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience this may cause.

February 11, 2015: System Outage: Attention All Providers: Due to system maintenance, the CHAMPS system will be down between 6:00 PM Saturday, February 14th through 6:00 AM Sunday, February 15, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience.

February 04, 2015: Attention Nursing Facility and Waiver Agency Providers: **UPDATE:** In regards to the message posted January 8, 2015 related to the Level of Care Determination (LOCD) tool, the CHAMPS system issue with adding the beneficiary identification number to a LOCD tool where the beneficiary's active benefit plan was other than Medicaid Fee for Service (FFS) has been corrected. For those LOCD's affected, providers are now able to go back into the LOCD and add the beneficiary ID number.

February 04, 2015: Attention Home Health Providers: Home Health Agencies are reminded that in accordance with the Medicaid Provider Manual, HCPCS code G0154 (Direct skilled Nursing Services of a Licensed Nurse in the Home Health Setting) cannot be billed when a Medicaid beneficiary is receiving private duty nursing (PDN) services (HCPCS code T1000). Specifically, the Medicaid Provider Manual, Home Health Chapter, Section 6 states; "Intermittent nurse visits are not covered for a beneficiary receiving Private Duty Nursing Services." When PDN is authorized, the expectation is that all skilled nursing services will be rendered by the PDN, and therefore, intermittent nurse visits by a home health agency would be duplicative. An enhancement to CHAMPS is under development to prevent the ability to bill HCPCS code G0154 when PDN has been authorized. Recoveries will be initiated to address this duplication of service.

February 03, 2015: Attention Vision Providers: Providers who order services must be listed correctly on the DCH-0893 submitted to the MDCH Vendor (currently Classic Optical). Box 3 of the DCH-0893 requires the provider to enter the Ordering Provider NPI Number. Providers must enter the individual NPI of the provider that is ordering the glasses/lenses or other equipment from Classic Optical. Please refer to policy bulletins [MSA 12-55](#) and [MSA 13-17](#) for further information.

January 30, 2015: Attention Ambulance Providers: Effective for claims submitted on and after February 1, 2015, MDCH is implementing new claim submission requirements that apply to claims for multiple ambulance transports rendered to the same beneficiary on the same date of service. Multiple transports provided on the same date of service must be reported on separate lines and include the origin and destination modifier with both the base rate and mileage procedure codes. Modifier 22 is no longer required. The use of modifier 22 will result in claim suspension and may delay in resolution. Providers are encouraged to review [MSA 14-65](#) for further information.

January 28, 2015: Attention Nursing Facility and Waiver Agency Providers: After the CHAMPS December 12, 2014 update, when Nursing Facility and Waiver Agencies attempt to add the beneficiary identification number to a Level of Care Determination (LOCD) tool and the beneficiary's active benefit plan is other than Medicaid Fee for Service (FFS), the following error code is displayed: "LOCD may not be conducted for private pay individual; MA not active as of the date of this LOCD." Until the issue is corrected, MDCH asks providers to continue to conduct LOCD as outlined in current policy.

January 28, 2015: Attention ALL Providers: Effective January 5, 2015, the United States Postal Service (USPS) announced that the standard for first class mail delivery has changed from 1-2 days to 2-3 days for all regions of Michigan. MDCH will make every effort to mail paper warrants and paper remittance advices as early as possible. However, this change in the standard for the first class mail delivery may increase the likelihood that some providers may experience a delay in receiving paper warrants and paper remittance advices.

MDCH would like to encourage providers to sign up for [Electronic Funds Transfer \(EFT\)](#) and receive electronic remittance advices by end dating the paper RA location address within their CHAMPS enrollment information.

Providers with further questions can contact Provider Support by phone 1-800-292-2550 or email ProviderSupport@michigan.gov

January 26, 2015: Attention Professional Providers: As part of the December 12, 2014 CHAMPS update, there is an update to the Children's Special Health Care Services (CSHCS) editing of claims. For professional claims, if the rendering provider NPI is enrolled as a Nurse Practitioner or Physician Assistant, the rendering provider NPI does not need to be authorized by CSHCS if the referring, ordering, or supervising NPI is an

authorized provider within the client file. These claims will no longer deny for the rendering NPI not being authorized.

January 21, 2015: Attention All Providers: System maintenance for the Data Exchange Gateway (DEG) is scheduled for Saturday, January 24, 2015. The scheduled down time is between 8:00 A.M. and 5:00 P.M. There will also be a brief period of down time on Sunday, January 25, 2015 between 9:00 A.M. and 12:00 P.M. Please do not submit any files during this time period.

January 16, 2015: **Attention ALL Providers:** The latest batch of MDCH Quarterly Newborn Recoveries is currently being processed. This batch includes fee for service claims for newborns that were retroactively enrolled into a Medicaid Health Plan. Please note, as with previous quarterly newborn take backs, claims must be submitted to the Medicaid Health Plans within 60 days from the Medicaid Remittance Advice date. Please review the following for information on [how to verify the Adjustment Source of your claim](#). Providers with further questions can contact provider support by phone# 1-800-292-2550 or by email: ProviderSupport@michigan.gov

January 15, 2015: Attention Outpatient Hospital Providers: CMS has approved G0463 as a payable HCPCS code within the Plan First benefit plan. The CHAMPS system has recently been updated to reflect this change. For dates of service on or after January 1, 2014, MDCH will resurrect Outpatient Hospital claims billing HCPCS code G0463 that were denied due to the beneficiary being enrolled with the Plan First benefit plan on the date of service. The resurrected claims will begin to appear on pay cycle 4 dated January 29, 2015 and identified with the claim note "OPH Claims with G0463 proc. code and Plan First benefit plan".

Providers with further question can contact provider support by phone 1-800-292-2550 or email providersupport@michigan.gov

January 06, 2015: System Outage: Attention All Providers: Due to system maintenance, the CHAMPS system will be down between 6:00 AM Saturday, January 10th, 2015 through 9:00 PM Sunday, January 11th, 2015 with the exception of Core 270/271 real-time transactions which will be down between 6:00 AM and 10:00 AM on Saturday January 10th, 2015. This outage will affect the CHAMPS system access for all functionality. We apologize for any inconvenience.