

Document Management Portal (DMP)

Messaging Feature Available for Providers July 22, 2016

Beginning July 22, 2016, the messaging function within the Document Management Portal (DMP) will be available for claims suspending for Predictive Modeling. This messaging function will allow providers and MDHHS staff the ability to communicate when it is determined that certain documentation is missing or not legible after an initial review of submitted documentation has been completed. This function is only available for medical documentation submitted via the DMP or FAX and does **not** replace the initial documentation request letter that providers receive when the claim initially suspends for Predictive Modeling. The messaging function is not available for medical documentation submitted via mail.

MDHHS will send a message to the provider indicating which document (s) is needed and the provider will have **10 business days** to upload additional requested documentation and respond back to MDHHS via DMP messaging.

There are two ways to access messages within DMP:

1: Message Tab within DMP:



2: Message Icon within search messages:



When a new message is available in DMP, an email will be sent to the provider's email associated to the MiLogin account that was created when you signed up for CHAMPS.

For detailed instructions for this messaging function, click on [DMP/Messaging](#).