

Prior Authorization FAQs

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1. How long will a PA be viewable in CHAMPS?

PAs will be viewable in CHAMPS for at least three years after submission.

2. How is an expedited PA requested in CHAMPS?

This process will remain a verbal request via telephone.

3. What are all of the PA statuses?

Statuses include: Entering, Canceled, In Review, Pended, Referred, Returned, Approved, Denied, Modified Approval, No Action, Rejected 278, Recon Approved, and Recon Denied. Providers will only see Requested or In Review until the PA has been reviewed and a determination is made. Providers will never see a Pended status since this is not a final status. Recon Approved/Recon Denied will be used to illustrate Michigan Peer Review Organization (MPRO) statuses.

4. How long is the turnaround for PAs on CHAMPS?

CHAMPS does not change the legislative mandated 15 business day turnaround requirement. However, providers will have the ability to “track” their PAs through the review process and verify online the outcome of their PA request before they receive a letter in the mail. An electronic copy of the PA determination letter is stored within the CHAMPS Archived Documents function.

5. Is there an option to only receive PA determination letters in CHAMPS instead of also receiving a paper letter?

The State of Michigan is federally mandated to provide both the beneficiary and the requesting provider with a paper, mailed copy of a PA determination.

6. Can a provider choose where a PA letter is sent?

PA letters will be sent to the primary practice location address that was reported in the CHAMPS provider enrollment record for the requesting and/or servicing provider NPI.

7. Can requested PAs be corrected within CHAMPS without having to submit a new revised PA? Can a requested PA be retracted?

Providers can make any changes to their online PA request at any time to the point of submitting the request. PAs requests are editable by providers when they are in a status of "Entering". Providers will not have the ability to change what is on their PA request online once the PA has been submitted. Providers must request whatever changes are needed to the PA department via faxed request.

8. Is there an ability to submit supporting documentation for PAs directly in CHAMPS?

For provider entered electronic PAs, supporting documentation is required to be submitted as either an electronic attachment within CHAMPS or as a faxed attachment. If submitting via fax, the CHAMPS generated fax cover sheet is required to be used. From the PA Navigation screen, which appears at the end of a PA request, there is an option to attach or to fax the supporting documentation information. Attaching an electronic file to a PA is very similar to attaching documents to emails. Please refer to the Prior Authorization Quick Reference Guide or Webcast for step by step instructions on this process. Note: There is a 10 document limit to this function, but there is no limit to the total size of each of the 10 document(s).

9. How are x-rays/films submitted for PA?

If the x-rays/films are not digital and cannot be scanned, the provider is not able to submit electronic PAs. The x-rays must be mailed with a completed MSA-1680.

10. Are PACER numbers requested through CHAMPS?

A PACER authorization (needed when providing services for elective inpatient stays) will continue to be provided through MPRO. Please refer to MPRO for any possible process changes. The three years' worth of converted PACER numbers, assigned by MPRO, will start with an "M", followed by the legacy 9-digit number. All new PACERS entered into CHAMPS will be assigned a 10-digit number.

11. Will hospitals be responsible to request the PA or the servicing doctor? And if so, can any of the hospital departments view the PA?

The MPRO process remains unchanged for a servicing doctor. Servicing doctors can request a PA within CHAMPS. Access to view a PA is not determined by the specific person who entered the request. Access is determined by the provider NPI and what roles the provider has set within CHAMPS for their staff. Providers can see all PAs within CHAMPS that have their NPI as either the requesting or servicing provider within the PA.