

Document Management Portal Claim Attachments and Consents

"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

Topic

- What is DMP?
- How to Access DMP
- Search Documents
- Upload Documents
- Champs New Claim Submission
- Champs Claim Adjustment
- Submit Fax
- Messages



What is DMP?

What is DMP?

- The Document Management Portal (DMP) provides a browser-based interface to perform various tasks pertaining to submission of documents to Michigan Medicaid.
- DMP was integrated within CHAMPS. Users will access DMP functionality directly through CHAMPS interface only.
- DMP is authenticated via the State's MILogin portal.



What is DMP? (cont.)

- By directly accessing DMP, providers can submit Medicaid documents that may or may not be related to a TCN.
- Users accessing DMP will be able to:
 - Submit supporting documents.
 - Submit documents for authorization and approval.
 - Send and receive messages pertaining to submitted documents.
 - View documents and associated correspondence history.



What is DMP? (cont.)

- Directly upload documents.
- Create cover sheets and fax documents.
- Search existing uploaded documents.
- Have messaging capabilities.
- Receive notifications when documents are approved.



How to Access DMP

Access Points

- CHAMPS Provider Portal External Links
- CHAMPS Direct Data Entry Claim submission.
- CHAMPS Manage/Adjust Claim



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- Click on Document Management Portal (DMP) in the External Links dropdown.
- DMP will launch in a new window. (Make sure your pop up blockers are turned off.)
- It is possible to work within DMP and CHAMPS simultaneously. (However in order to do this you must open the document and close the DMP screen.)
- DMP remains open until closed.



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- Tabs located at the top of the page are used to navigate features within DMP.
- These tabs are similar to the tabs in Champs.



Search Documents

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- When DMP is launched, the NPI is prepopulated based on the NPI that is selected at login.
- Any past uploaded documents are shown at the bottom.
- Search for documents by entering different data in the search fields. If no date is entered, then the last 500 documents in history will display.
- Provider may search by document id number that can be found in history once documentation has been uploaded or within the accepted message once the upload is completed.
- Provider may also search by invoice type when searching by a TCN or beneficiary id number.

*Tip: For best results Search by Beneficiary ID





Document Management Portal

Friday, June 21, 2019 Return to CHAMPS

Search Documents Document Upload | Messages | FAX Cover Sheet | Tasks

Documents Search			
Document Type :	Consents V	Document Title :	Select
TCN :		Status :	Hysterectomy Form
Sender Name :		Sender Phone :	Voluntary Sternization Politi
NPI :		Beneficiary ID :	
Date of Service From :		Date of Service To :	
Loaded On :		Include History :	
ID:		Invoice Type :	Select V
	Search Clear		

When searching for documents it may be helpful to select a specific document type and then narrow it down by document title.

There are 4 options for Document Type:

- Consents
- Claims
- Letter
- MP Predictive Modeling.

If Consents are selected, there are two selections available for Document Title:

- Hysterectomy Form
- Voluntary Sterilization Form



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Showing 1 to 3 of 3 entries						Trevious Next

The status of a consent can be viewed by searching:

- Beneficiary ID &
- Document Type = consents.



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Documents Search				
Document Type : TCN : Sender Name : NPI : Date of Service From : Loaded On : ID :	Select 3119111111111000	Document Title : Status : Sender Phone : Beneficiary ID : Date of Service To : Include History : Invoice Type :	Select V Select V Select V Select V	

- Another way to search for documentation is by the TCN number. If you know that the documentation was uploaded to the TCN then you may enter the TCN above.
- When searching by TCN, the Header TCN must be entered (must end in 000).
- All search filters must match documents in history or search will not yield any results.



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	NA	Consents				02/28/2018	2018-04-03 10:53:17 AM	-	-	No.
	Forms 1	Claim				10/01/2017	2018-06-19 02:17:32 PM	-	-	
	Toring ap									OV.
	EOB Insurance	Claim	-			01/10/2019	2019-06-13 03:46:20 PM	-	-	X

- Example above searched by beneficiary ID.
- Search results will be listed at the bottom of the screen in sortable fields.
- Click on the Document Title hyperlink to bring up document. (In blue)
- Click view Message Icon to see messages associated with the document.
- Click send Message Icon to send a message regarding this document.
- If you're looking for all uploaded documentation you may click search without entering any filters with the exception of the prepopulated NPI. However I don't recommend this as it will pull all documentation that was uploaded by the NPI previously and will bog down the system. Resulting in slower search times. DHI-

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NPI:		Beneficiary ID :	Rejected	
Date of Service From :	T D	Date of Service To :	ReviewiProcess	
Loaded On :		Include History :		
ID :		Invoice Type :	Select V	
	Search Clear			

Searching by status will display the status of the document:

- Approved
- Hold
- Rejected
- Review/ In Process.



Document Upload

*A maximum of 5 attachments per upload

*A maximum of 30MB per attachment

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earch Documents Document Upload	Messages FAX Cover Sheet	Tasks				
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- To upload documentation directly from your computer please click on the Document upload tab across the top of the document management portal.
- All upload instructions are located at the top of the page within the highlighted area.
- When uploading documentation all fields marked with an asterisk are required.



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- A maximum of 5 TCN numbers ca	n be entered. Separate each TCN with a	semicolon (e.g.	764528810024212000;9342881002421	2000).		
- A maximum of 5 NPI numbers can	be entered. Separate each NPI with a s	emicolon (e.g.	1234567890;1987654321).			
- Allowable file extensions for uploa	ding: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .	peg, and .zip .				
* Beneficiary ID :	0123456789	۹.	* NPI :	123456789		
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*Sender Name :	MEDICAID TEST		*Sender Phone :	(517) 555-5555		
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When uploading documentation, documents can be shared across 5 different NPI numbers. Please separate each NPI with a semicolon.

For example: if a Medicaid beneficiary is having a hysterectomy and many doctors are involved you can share the approved consent form across 5 different NPI numbers so they may have access to the required documentation without having to submit their own consent form.

You may also attach documentation to up to 5 different TCN numbers at a time. Please separate each TCN number with a semicolon.

No of documents to upload : 5 V		Invoice Type :	Invoice Type	
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Select V]	Browse
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Select V	B]	Browse
Select V				Browse
		Cubmit Clear		

The example above shows five documents that are selected to be uploaded at the same time –

- Options can be changed within each line. Such as Document type and title.
- Document Type, Title, & Document id number may be used to search documents once uploaded.
- Click Browse to choose file from your computer.
- Once the document is uploaded under a TCN, it will automatically be attached to the TCN and Beneficiary ID.
- Once the documentation has been uploaded it may be visible to the other NPI's, if selected.



When uploading documentation through the Document management portal -

- Only TCN numbers that are listed in CHAMPS as in process or suspended are eligible to attach a document within DMP.
- If there is not an in process or suspended TCN, it is still possible to upload documents to a Medicaid beneficiary id number.
- If submitting an electronic claim through a billing agent or a software vendor and the TCN number is unknown, please include the following note on the claim: "Documents sent via DMP" (loop 2300 NTE segment)
- When submitting documentation for Predictive Modeling, You must select Document type as claim and document title as Predictive modeling. If these options are not selected the claims processor will not look for the documentation. Resulting in claim denials.
- When submitting a consent form for approval, you may not submit a claim until the consent form has actually been approved. Once approved you may submit claim with notes stating "approved consent form on file"





Friday, June 21, 2019

Return to CHAMPS

Search Documents Document Upload Messages | FAX Cover Sheet | Tasks



Instructions. • All fields marked with an asterisk (*	*) are required.			
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- After all information is entered, click browse.
- A file upload box will launch.
- Select the location where the file is stored and click on file.
- The selected file will populate within the filename box.
- Once file is selected, click open.
- And submit.



CHAMPS Online Document Submission	Do	loginworkerqa.michigar cument uploaded successfu	.gov says Ily. The Document ID is 201	90627600001	Document Management Portal Thursday, June 27, 2019 Deontey Banks Return to CHAMPS
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Allowable file extensions f	for uploading: .pdf, .doc,	.docx, .xls, .xlsx, .jpg, .jpe	g, and .zip .		
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- Once the document is submitted, the DMP screen will flash.
- Upload Successful pop-up will display with document id number.
- Upload is complete.
- Click OK.



CHAMPS Direct Data Entry



- After completing all necessary information for entering a claim in CHAMPS via direct data entry (DDE), click submit and then a pop-up box will display. Please see above.
- The pop-up box now contains a new link that states **Upload Documents**.
- Click the upload document link to launch the DMP portal.



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- Once you click on the document upload button from the DDE screen, DMP will open up onto the Search documents tab.
- Click on the Document Upload screen as shown below.
- After you click on the document upload screen information from the claim will be prepopulated.



Champs Online Document Submission	Messages FAX Cover Sheet Tasks				FFS V Document Management Portal Monday, June 24, 2019 Return to CHAMPS
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Instructions. - All fields marked with an asterisk (- The date of service is required only - A TCN is required only when the D - TCN entered must be header TCN - A maximum of 5 TCN numbers can - A maximum of 5 NPI numbers can - Allowable file extensions for upload	(*) are required. y when the Document Type chosen is 'C Document Title is 'PREDICTIVE MODELIN (ending in 000). n be entered. Separate each TCN with a be entered. Separate each NPI with a s ding: .pdfdoc, .docx, .xls, .xlsx, .jpg, .	LAIM', G'. semicolon (e.g. 764 emicolon (e.g. 1234 peg, and .zip .	4528810024212000;93428810024212 4567890;1987654321).	000).	
* Beneficiary ID :	0012345678		* NPI :	1234567890	
* Beneficiary First Name :	Test		Beneficiary Last Name :	Test	
*Sender Name :	Medicaid Test		*Sender Phone :	(517) 999-9999	
No of documents to upload :	1 🗸		Invoice Type :	Invoice Type	
Document Type * Document	Title * Date of Service From * Date 12/01/2999 12/1 Su	of Service To To 5/2999 0 2 pomit Clear	CN • Message	Attach* Browse	

- The NPI and name will be auto filled based on the profile selected at sign in.
- Changes can be made and messages to the processor can be added.
- Documents can only be updated to a TCN that is in process or suspended. If no TCN number is available, please upload by beneficiary id number.
- Follow previous Document Upload instructions.



CHAMPS Claim Adjustment

6					
CHAMPS	Claims▼ Member▼ PA▼				
- 1	CLAIM SUBMISSION			Note Pad	
> Provider Portal	Submit Professional 📩				From claims
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Beneficiary ID: Gender: Patient Account Number: Other Insurance Place of Service:	F-Female ▼ * 000101320629		Last Name: DOB: Admit Date:	02/09/1994 *	First Name: Age:	0		
Billing Provider ID: Billing Provider Taxonomy: Rendering Provider ID: Rendering Provider Taxonomy: Supervising Provider ID: Auth #: Diagnosis Codes: Delay Reason Code:	* 	Type: NPI v * Type: NPI v Type: NPI v 2. R51 6:	Pri Referral 3: 8350 7: .	Pay To Provider ID: Referring Provider Taxonomy: Primary Care Referring Provider Taxonomy: #: 4: H9190 8:	CLIA Nu Diagnosis Code Cate	Type: NPI V Type: V Type: V segory: ICD-10-CMV *		
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- The new TCN will then be visible at the top of the page. The new TCN will start with a 411.
- Please Note the new TCN.
- Click Save for the DMP to attach to the correct TCN.



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Related Charge.				
Beneficiary ID:	*	Last Name:	First Name:	
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Patient Account Number: 00010132	20629	Admit Date:		
Other Insurance				
Place of Service: 11-Office				
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Rendering Provider ID:		Referring Provider ID:	Type: NPI	
Rendering Provider Taxonomy:		Referring Provider Taxonomy:		
Supervising Provider ID:	Type: NPI	Primary Care Referring Provider ID:	туре:	
		Primary Care Referring Provider Taxonomy:		
Auth #:		Referral #:	CLIA Number:	
Diagnosis Codes: 1: M79	2: R51	3: R350 4: H9190	Diagnosis Code Category: ICD-10-CM	
5:	6:	7:		
Delay Reason Code:				
Submitted Chargest	0	Dilled Amounts \$12.11	00.02	
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		KA NUMBER 1054921	Palu Date. 2010-10-11	
			A Articust	

- Click upload/view documents button to add a document.
- DMP will launch in a separate window.

CHAMPS Onne Document Submission			FFS V Document Management Portal Thursday, June 27, 2019 Return to CHAMPS
Search Documents Document	t Upload Messages FAX Cover Sheet		
Documents Search			
Document Type : TCN : Sender Name : NPI : Date of Service From : Loaded On : ID :	Select	Document Title : Status : Sender Phone : Beneficiary ID : Date of Service To : Include History : Invoice Type :	Select Select Select Select

- Once you click on the uploads document button from inside the claim, DMP will open up onto the Search documents tab.
- Click on the Document Upload screen as shown below.



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No Officient			
No Of Lines:	Document Upload		
Related Cause:	Instructions.		
	All fields marked with an asterisk (*) are required.		
Beneficiary ID:	- The date of service is required only when the Document Type chosen is "CLAIM".		
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Patient Account Number:	 A maximum of 5 TeV numbers can be entered. Separate each TEV with a semicoint (e.g. 704260004212000442200024212000). A maximum of 5 NPT numbers can be entered. Separate each NPT with a semicoint (e.g. 1244557890;1087654321) 		
Other Innurance	Allowable file extensions for uploading: .pdf, .doc. /accxls, .xlsx. ingineq. and .zip .		
Other insurance			
Place of Service:			
	0012345678		
Billing Provider ID:	* Beneficiary ID : • NPI : 1234567890	-	
Billing Provider Taxonomy:	Panafician First Name - TEST Panafician Last Name - TEST		
Rendering Provider ID:		in the second	
Rendering Provider 12.	*Sender Name : MEDICAID TEST *Sender Phone : (517) 999-9999	-	
Rendering Provider Taxonomy:	No of documents to 1 V Invoice Type : Professional		
Supervising Provider ID:	uhioga :		
	Document Type Document Date of Service Date of Service To TCN Message	Attach*	
Auth #:			
Diagnosis Codes:	Select V V 07/31/2018 3119111111111000	Browse	
		*	
	Submit Clear		
Delay Reason Code:			
		-	
Submitted Charges:			
Warrant/EFT Number:			
		×	

- Information from the claim in CHAMPS will be prepopulated in DMP.
- Verify the information is correct, and then complete the remaining fields.
- All boxes marked with an asterisk are required.
- Follow previous Document Upload instructions.



Submit Fax

Submit Fax

- A new fax cover sheet must be created for each document submission.
- Re-using the same fax cover sheet will result in the documents being attached to an incorrect beneficiary and/or claim and the possibility of a claim(s) being rejected.



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> Provider Portal					Adult Foster Care	Washington Publishi	ng Company				
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hrough 7.00 AM	FDT Saturday	June 22nd 20	19 This outage will	affect the C	Medicaid Code and Rate Reference			We	Th	Fr Sa	Su
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or all functional	iity.				NPPES			5 12	6	7 14	
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			No Records Found !								

• External links can be found along the top of CHAMPs under the tabs in the blue highlighted section.



FAX Cover Sheet		
* Beneficiary ID :		
* NPI :		
* Document Type :	Select V	
* Document Title :		
* TCN :		
* Date of Service :		
*Sender Name :		
*Sender Fax :		
*Sender Phone :		
Submit Clear		

• Select fax cover sheet from top of DMP page.



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FAX Cover Sheet		
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* 0 4 6 6 7 7 7	Anesthesia Records	
Date of Service :	Diagnostic Tests	
*Sender Name :	EOB Insurance	
	Medical Documentation	
*Sender Fax :	NDC Drug Dosing & Cost Info	
*Condor Phone •	Notes	
Sender Filone .	Reports Predictive Modeling	
Submit Clear	Other	

- Complete all information regarding the documentation and click submit.
- All boxes marked with a red asterisk are required.
- A new cover sheet is required for each individual beneficiary. You must not reuse the same cover sheet.



GenerateCoverSheet - Interne	t Explorer	
CHAMPS	sion	Document Management Porta Monday, June 24, 201
		Return to CHAMPS
Search Documents Docur	nent Upload Messages FAX Cover Sheet	
FAX Cover Sheet		
* Beneficiary ID :	0123456789	
* NPI :	1234567890	
* Document Type :	Claim	
* Document Title :	Medical Documentation	
TCN:	3119111111111000	
* Date of Service :	12/01/2999	
*Sender Name :	Medicaid Test	
*Sender Fax :	(517) 999-9999	
*Sender Phone :	(517) 999-9999	
Submit Clear		

- Once all required fields are completed, please click submit.
- See next slide for sample coversheet.



- A fax cover sheet will launch in a new window.
- A new cover sheet must be created for each document submission to DMP.
- A barcode is created and used to store the PHI within previous screen and is different for each beneficiary.
- Print out fax cover sheet and attach to documents.
- Send fax to appropriate number listed on the top of the cover sheet.
- Add note to claim:
 Documents sent via DMP (Loop 2300 NTE segment)
- Allow 1 business day for document to be attached.

Michigan Department GRETCHEN WHITMER, GOVER	Health & Human Services	ONLINE FAX COVER SHEET
Consent Forms Approval A	rea Fax Number : 855-452-3353	
Institutional Claim Docume Predictive Modelling Claim	ntation Review Area Fax Number	: 855-452-3354 Number : 855-452-3356
Professional/Dental Claim	Documentation Review Area Fax N	Number : 855-452-3355
FAX Control Number	:	
	OF20200408100002	
Beneficiary ID	: 0123456789	
NPI	1122334455 :	
TCN	:	
Document Type	Claim :	I
Document Title	: EOB Insurance	
Date of Service	01/01/2020	
Sender Name	Provider :	
Sender Fax	517-555-0121 :	
Sender Phone	5 17-555-0122	

Any Questions, call MDHHS Provider Inquiry: 1-800-292-2550

CONFIDENTIALITY NOTICE: The transmitted documents are intended only for the use of the individual or entity named under "TO:" above. This may contain information that is privileged, confidential or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, distribution or copying, or the taking of any action in regard to the contents of this information is strictly prohibited. If you have received this fax in error, please telephone us immediately so that we can correct the error and arrange for destruction or return of the faxed document.

MSA-0003-DMP (08-13)

Messages

Messaging

- DMP has messaging capabilities.
- Messages will be attached within submitted documentation.
- You may view/read them on the DMP messages screen.
- When a new message is added, email notification will go out to the email address that was included in your Mllogin account registration.
- Please add our email address to your address book so the email does not delete the notification or add to spam or junk mail.



CHAMPS Desire Desurrent Submission					
Search Documents Document Upload	Messages FAX Cover She	et			
User Messages					
Show 10 💌 entries				Search:	
Received 0	 Beneficiary Id 	+ To	From	Subject	Status
2013-12-18 02:35:30 PM 🕔	9879384753	uatsg1u9999	Req	uisition Status	UnRead
2013-12-18 02:34:42 PM 😕	9879384753	uatsg1u9999	Req	uisition Status	Read
2013-12-16 03:11:37 PM IJ	9347958794	uatsg1u9999	Req	uisition Status	Read
2013-12-16 02:57:33 PM 💷	7453242423	uatsg1u9999	Req	uisition Status	Read
2013-12-09 11:42:48 AM 🕔	6457364565	uatsg1u9999	Tes	t	Read
2013-12-09 09:08:12 AM 💷	6457364565	uatsg1u9999	Tes	t	Read
howing 11 to 20 of 21 entries					┥ Previous Next 🍺

- To view messages please click the Message tab across the top of the DMP.
- To read messages please click on the i icon in the received on column.



((CHAMPS
Online Document Submission

Search Documents | Document Upload | Messages | FAX Cover Sheet |

User Message :	
Beneficiary Id :	4/1002/10-
Beneficiary First Name :	
Beneficiary Last Name :	100
NPI:	
TCN :	
Document Title :	Hysterectomy Form
Document Type :	Consents
From :	
То:	
Subject :	Requisition Status
Message :	The decision letter has been generated. Please click on View Document.
Ok View Document Reply	

+++

- Message notations are viewable here.
- Once in the message, there are options to reply to sender and view document associated with the message.
- Clicking ok returns to the Messages Screen.
- 1,000 character limit.



Provider Resources

- MDHHS website: <u>www.michigan.gov/medicaidproviders</u>
- We continue to update our Provider Resources, just click on the links below:
 - Listserv Instructions
 - Medicaid Provider Alerts and Resources
 - <u>CHAMPS Website</u>
 - Update Other Insurance NOW!
 - Medicaid Provider Training Sessions
 - Provider Enrollment Website
- Provider Support:
 - ProviderSupport@michigan.gov or 1-800-292-2550

Thank you for participating in the Michigan Medicaid Program

