




## Manage Individual, Group, FAO, And Billing Agent Provider Quick Reference

### Business Rules

- All modification requests must be submitted for **State Review** within **7 calendar days** of the start date or they will be deleted.
- Within the application, the required fields are marked with an asterisk (\*).
- When using the **Filter By** feature, the percent sign (%) acts as a wildcard. It can be used in conjunction with search criteria or by itself. The wildcard does not work on date fields.
- Enter the **Start and End Dates** using the **mm/dd/yyyy** format.
- Use the **Undo Update** button to undo changes one step at a time.
- Use the **Cancel** button to close out of a window, **DO NOT** click the  to exit the page. If the  button is used by mistake, press the **F5** button on your keyboard to refresh the page.
- Contact the **CHAMPS Hotline** at **1-888-643-2408** or [CHAMPS@michigan.gov](mailto:CHAMPS@michigan.gov) to receive expert assistance.

Action	Manage Provider - Login	Notes
<b>Login to CHAMPS</b>	<ol style="list-style-type: none"> <li>1. Access <b>CHAMPS</b> using <b>SSO</b></li> <li>2. Follow <b>CHAMPS</b> login screen prompts</li> </ol>	<ul style="list-style-type: none"> <li>• Must apply for access to <b>CHAMPS</b> System.</li> </ul>
Action	Manage Provider – Modify and Submit Provider Records	Notes
<b>Modify and Submit Provider Records Via the Business Process Wizard</b>	<ol style="list-style-type: none"> <li>1. Click the <b>Manage Provider Information</b> hyperlink</li> <li>2. Click on the desired <b>Business Process Wizard Step</b> and make your desired changes</li> <li>3. Click the <b>Save</b> <input type="button" value="Save"/> button</li> <li>4. Click the <b>Close</b> <input type="button" value="Close"/> button. The page refreshes and returns to the <b>Business Process Wizard</b> page</li> <li>5. Click the <b>Complete Modification Checklist</b> hyperlink from the Business Process Wizard</li> <li>6. Answer each question by selecting appropriate answer from the <b>Answer</b> drop-down list</li> <li>7. Add comments in <b>Comments</b> section if required</li> <li>8. Click the <b>Save</b> <input type="button" value="Save"/> button</li> <li>9. Click the <b>Close</b> <input type="button" value="Close"/> button</li> <li>10. Click the <b>Submit Modification Request for Review</b> hyperlink</li> <li>11. Click the <b>Submit for Modification</b> <input type="button" value="Submit for Modification"/> button</li> <li>12. Click <b>OK</b> on pop-up message. The page refreshes and returns to the <b>Business Process Wizard</b></li> </ol>	<ul style="list-style-type: none"> <li>• The <b>Group Business Process Wizard</b> is shown below.</li> </ul> 



Action	Manage Provider – View Servicing Provider Details (Group and FAO)	Notes
<b>View Servicing Provider Details</b>	<ol style="list-style-type: none"><li>1. Click the <b>Manage Provider Information</b> hyperlink</li><li>2. Click the <b>View Servicing Provider Details</b> hyperlink</li><li>3. Click the <b>Close</b> <input type="button" value="Close"/> button.</li></ol>	<ul style="list-style-type: none"><li>• The <b>View Servicing Provider Details</b> hyperlink shows <b>Groups</b> and <b>FAO's</b> a list of which <b>Providers</b> have associated to their <b>NPI</b>.</li><li>• The <b>View Servicing Provider Details</b> hyperlink is only listed on the <b>Business Process Wizard</b> for a <b>Group</b> and <b>FAO</b>.</li></ul>