



Oregon

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Provider Alert
Nursing Facility Providers
IM-16-18-NF

Date: June 16, 2016
From: Nursing Facility Licensing Unit
Subject: MMIS Downtime Schedule-Medicaid Facilities

Summary: Medicaid Nursing Facilities Please Note

Please see the Oregon Health Plan Notice below with talking points about MMIS downtime schedule related to upgrades.

Please see the notice for contact information.

For general information contact the DHS Office of Licensing and Regulatory Oversight or visit the DHS Web site at www.oregon.gov/DHS/

NFLicensing@state.or.us

Oregon Health Plan



Talking points about MMIS downtime scheduled for July 2-4, 2016

Last updated 6/13/2016

Background info

Over the July 4 weekend, OHA plans to upgrade the hardware and operating system for Oregon's MMIS as part of the MMIS Hardware Refresh (HwR) project. OHA will perform the upgrade during the scheduled downtime.

The downtime is scheduled to start at 8 p.m. on Saturday, July 2 and end on 1 a.m. Monday, July 4. During this downtime:

- DHS/OHA staff will be unable to perform any updates in MMIS.
- Real-time updates to MMIS, including updates from ONE and other eligibility systems, will not occur.
- Systems that interact with MMIS, including the Provider Web Portal, Automated Voice Response, and pharmacy point of sale for real-time prescription processing, will be unavailable.

Communications

To notify providers and plans, OHA has prepared the following communications:

- Letter to all providers, to be sent by Provider Web Portal, GovDelivery and the banner page of paper remittance advices
- Fact sheet for coordinated care organizations. This is also available on the CCO Encounter Data page.

Text for customer call centers

When on the phone with customers, please tell them about the scheduled downtime if appropriate. The downtime should not affect members, unless they are trying to fill prescriptions over the weekend.

For members:

- Our systems will be down the July 4 weekend.
- This means pharmacies cannot fill prescriptions after 8 p.m. on Saturday, July 2 or on Sunday, July 3.
- If you have prescriptions that you need to refill soon, please get your refills done by Friday, July 1.

For providers:

- Our claim and eligibility systems will be down the July 4 weekend. This means the Provider Web Portal and pharmacy point of sale will also be down.
- The downtime is scheduled to start at 8 p.m. on Saturday, July 2 and end on 1 a.m. Monday, July 4.
- Make sure to submit claims by Thursday, June 30. If you bill on paper, mail them a week earlier.
- We expect payments for all claims submitted by June 30 to run on time.
- Go to www.oregon.gov/OHA/healthplan and click on "Announcements" to learn more.

- You can also sign up for “OHP Provider Announcements,” check Provider Web Portal messages, or the banner page of your paper remittance advice for updates.

For plan contacts:

- Our claim and eligibility systems will be down the July 4 weekend. This means the Provider Web Portal and pharmacy point of sale will also be down.
- We are also asking that no encounter files be submitted the week of June 27. Please let your submitters know so that they don't submit during this time.
 - Please submit all encounter files by 5 p.m. Friday, June 24.
 - After, do not submit any encounter files until at least 1 a.m. Monday, July 4
- We expect all financial transactions and payments to run on time, as long as all files are submitted by 5 p.m. June 24.
- Go to www.oregon.gov/OHA/healthplan and click on “Tools for Plans” to learn more.

For community partners:

- Our eligibility systems will be down the July 4 weekend. This means we will be unable to accept updates from the ONE Applicant Portal during this time.
- The downtime is scheduled to start at 8 p.m. on Saturday, July 2 and end on 1 a.m. Monday, July 4.
- Please do not submit applications or updates through the Applicant Portal during this time.

Questions and answers

Why is this happening?

We are upgrading the hardware and operating system of our Medicaid Management Information System (MMIS).

Will the Provider Web Portal work better now?

It will look and function the same, but work better. We hope that the upgrade will mean less downtime and fewer “critical errors.”

What will happen if I submit after your deadline?

For providers: It means that we won't process your claims until the following weekend.

For plans: This may affect our ability to process all encounters before the scheduled downtime.

How can I verify eligibility over the weekend?

The downtime is scheduled to start at 8 p.m. on Saturday, July 2 and end on 1 a.m. Monday, July 4. The Automated Voice Response, Provider Web Portal and EDI real-time 270/271 transaction will not be available during this time.

This means you can verify eligibility until 8 p.m. Saturday. After that, you will need to verify eligibility after the downtime ends.

What if the downtime changes?

If it goes beyond 1 a.m. Monday, or if we have changes to the planned downtime schedule, we will send notices by GovDelivery (eSubscribe – OHP Provider Announcements and other lists) and the Provider Web Portal. Pharmacies will be notified by fax.