

Health Services  
Office of Medical Assistance Programs

Marilee Teller, Manager  
OMAP Health Financing Operations

**Authorized Signature**

**Number:** OMAP IM-05-204  
**Issue Date:** 12/22/05

**Topic:** Medical Benefits

Provider Access to Certain MMIS Eligibility and Claims Verification Screens

**Subject:** Terminated

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, OMHAS and OMAP transmittal lists |

**Message:** The attached announcement will be mailed to providers who have access to MMIS eligibility and claims verification screens.

The announcement is a reminder that the screens listed in the announcement will no longer be available to providers after December 30, 2005. The announcement also outlines the available alternatives for eligibility and claim verification.

**NOTE: This does NOT affect staff access to MMIS screens.**

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	OMAP Provider Services		
<b>Phone:</b>	1-800-336-6016	<b>Fax:</b>	(503) 945-6873
<b>E-mail:</b>	OMAP.prov-callcenter@state.or.us		

# Important Information

## Provider access to OHP eligibility and claims "O" screens ends

---

The Department of Human Services (DHS) will terminate provider access to the OLGR/OLGX, OREF, and OLM 2/4/6/8 screens after December 30, 2005, because these Oregon Health Plan (OHP) eligibility and claims verification screens are not HIPAA-compliant.

The Department agreed with the Centers for Medicare and Medicaid Services (CMS) to comply with HIPAA requirements by that date, or lose our federal funding for the HIPAA Transactions and Codes Sets Project.

---

### Client Eligibility

Available alternatives for eligibility are:

① **Check OMAP Medical IDs** – Providers must verify OHP client eligibility for the date(s) of service as required in Oregon rule (OAR 410-120-1140). The preferred way to verify OHP eligibility is to examine the client's OMAP Medical Care Identification before rendering services.

② **Electronic Data Interchange (EDI) 270/271 transactions** – The next best alternative is to convert to electronic eligibility transactions. The 270 Real Time Inquiry can be answered immediately for one client via the 271 Response, or a 270 Batch Inquiry will receive a 271 Response within 24 business hours.

Very few providers are taking advantage of this solution so far. If you have questions or need help getting started, contact the DHS HIPAA Testing Team at (503) 947-5347 or

[dhs.hipaatesting@state.or.us](mailto:dhs.hipaatesting@state.or.us)

③ **Automated Information System (AIS) phone or Web-based access** – Our contractor, First Health Services

Corporation, provides AIS access every day with only a few hours of down time each week for updating the files. You can access AIS by touchtone telephone or via the Web. You will find a link to their Internet site on our Web page,

[www.oregon.gov/DHS/healthplan/tools\\_prov/electronverify.shtml](http://www.oregon.gov/DHS/healthplan/tools_prov/electronverify.shtml)

as well as a phone user's guide. We can mail you a guide if you don't have Internet access (call 1-800-527-5772).

AIS Web access is limited to 100 users at a time. Providers using the phone version may send only five inquiries per session. We encourage large clinics and prepaid health plans to use AIS during off-peak hours (5:00 pm to 8:00 am).

④ **Electronic Eligibility Verification Services (EEVS)** – EEVS vendors will help you set up electronic services in a manner most convenient to you. EEVS customers have access to OMAP client eligibility verification services seven days a week. Contact individual vendors for information on available services and associated costs. We list our contractors on-line at:

[www.oregon.gov/DHS/healthplan/tools\\_prov/electronverify.shtml](http://www.oregon.gov/DHS/healthplan/tools_prov/electronverify.shtml)

⑤ **Provider Services** – OMAP has prepared for the potential increased call volume, and to ensure each caller is assisted and to reduce frustration for providers waiting, OMAP Provider Services Representatives will field problem cases with inquiries limited to ten per call. Call 1-800-336-6016, Monday through Friday, between 8 a.m. and 5 p.m.

---

## Claims Inquiries

Available alternatives for claims information are:

- ① **Remittance Advice** – OMAP generates both the electronic and paper compliant RAs.
- ② **EDI 276/277 transactions** – The next best alternative is to convert to electronic claims transactions. The 276 Real Time Inquiry can be answered immediately for one claim via the 277 Response, or a 276 Batch Inquiry will receive a 277 Response within 24 business hours.  
  
Very few providers are taking advantage of this solution so far. If you have questions or need help getting started, contact the DHS HIPAA Testing Team at (503) 947-5347 or [dhs.hipaatesting@state.or.us](mailto:dhs.hipaatesting@state.or.us)
- ③ **Provider Services** – The process is the same as described earlier. Call 1-800-336-6016, Monday through Friday, between 8 a.m. and 5 p.m.

---

## Why didn't I know this?

OMAP began notifying providers by posting announcements on our Web pages last summer. You may eSubscribe to receive e-mails whenever announcements are posted on both the Provider Announcement page,

[www.oregon.gov/DHS/healthplan/notices\\_providers/main.shtml](http://www.oregon.gov/DHS/healthplan/notices_providers/main.shtml)

and the HIPAA News section of this page:

[www.oregon.gov/DHS/admin/hipaa/publications.shtml#news](http://www.oregon.gov/DHS/admin/hipaa/publications.shtml#news)

Last summer, we also mailed a survey to current "O" screen users, asking how they planned to verify eligibility after we deny their DHS screen access at the end of 2005. We also explained the options available.

---

## Questions?

- ☎ Contact OMAP Provider Services at 1-800-336-6016 if you have questions about this notice.



OMAP CU 12/05 – 05-239