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Authorized Signature

Number: DMAP-IM-09-063

Issue Date: 5/15/2009

Topic: Medical Benefits

Subject: DMAP provider resource updates

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, AMH and DMAP transmittal lists |

Message:

Starting this week, DMAP will post *Provider Matters* on the OHP home page at www.oregon.gov/DHS/healthplan. This document provides a single place to look for the latest issues affecting claim processing or other transactions in the Medicaid Management Information System (MMIS).

Provider Matters contains information about general issues, provider-specific issues, helpful reminders about billing DHS, and where to find helpful resources, such as Provider Web Portal and paper remittance advice (RA) information.

DMAP aims to post a new *Provider Matters* every week. Providers can eSubscribe to OHP Provider Announcements at www.oregon.gov/DHS/healthplan/notices_providers/main.shtml to find out when a new issue is posted.

MMIS updates:

To assist providers in determining accurate coverage and billing information for OHP services, DMAP has updated the following resources:

- Information on how to read the paper RA, Explanation of Benefit (EOB) messages, and how to correct claims actions reported on the paper RA can be found at www.oregon.gov/DHS/healthplan/tools_prov/read-ra.shtml.
- New resources about the Client Benefit and HSC List Inquiry and a Web Roster Billing Quick Reference are available on the Web Portal Resources page at www.oregon.gov/DHS/healthplan/webportal.shtml.

- The billing tips Web page at www.oregon.gov/DHS/healthplan/tools_prov/tips/main.shtml now includes links to Web billing information and updated paper billing instructions.
- Supplemental information handbooks for programs listed at www.dhs.state.or.us/policy/healthplan/main.html contain updated paper billing information, references to reviewing claim status on the Web portal and submitting adjustments on the Web portal.
- The “EDI 101” document at www.oregon.gov/DHS/edi/getting_started.shtml contains updated information and resources related to electronic business transactions.

MMIS resources:

In addition the updates listed above:

- The Web Portal Resources page at www.oregon.gov/DHS/healthplan/webportal.shtml includes information on how to submit, review and adjust claims; submit prior authorization requests; verify client eligibility and enrollment; set up a Web portal account; submit provider information changes using the Demographic Maintenance feature; Web portal basics and troubleshooting.
- You can stay informed by viewing the “MMIS – What’s New” link at http://service.govdelivery.com/service/rss/item_updates.rss?code=OR_DHS_175. This link provides the most recent MMIS-related updates, including Provider Alerts, “Provider Matters,” Electronic Data Interchange (EDI) information and updated provider resources.

If you have any questions about this information, contact:

Contact(s):	See last page of "Provider Matters"		
Phone:		Fax:	
E-mail:			