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Number: DMAP IM 14-010

Authorized Signature

Issue Date: 3/13/2014

Topic: Medical Benefits

Subject: New optional *Notice of Action* (DMAP 2405) and *Medical Assistance Programs Service Denial Appeal and Hearing Request* (DMAP 3302) forms for CCO/Plan use

Applies to:

- | | | | |
|-------------------------------------|-------------------------------|-------------------------------------|---|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input checked="" type="checkbox"/> | Aging and People with Disabilities |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): Plans and coordinated care organizations (CCOs) |
| <input type="checkbox"/> | County DD Program Managers | | |

Message:

DMAP is offering a new, optional *Notice of Action* ([DMAP 2405](#)) and a newly created *Medical Assistance Programs Service Denial Appeal and Hearing Request* ([DMAP 3302](#)) form for CCOs and plans to use when notifying members of a prior authorization denial.

DHS branch offices may receive completed DMAP 3302 forms from CCO/plan members who want to request an Appeal or Hearing. If this happens, please fax the DMAP 3302 to DMAP Hearings Unit at 503-945-6035, as you do with the MSC 443.

More information about these forms follows. Both forms are translated into Spanish, Russian, and Vietnamese, and will be translated into the other languages listed on the language sheet, upon member request.

DMAP 3302 – Medical Assistance Programs Service Denial Appeal and Hearing Request

- Is an optional form that may be sent to clients by CCOs/plans when they deny a prior authorization request for health services. CCOs/plans can still use the MSC 443, the DMAP 3302 is just an alternative.
- Contains all of the information on the current MSC 443 and DMAP 3030 and replaces both of those forms.
- Has information about the member's option of paying for the service, and newly required language about requesting a military stay of proceedings.
- Is specific to the denial of requested health care treatments and doesn't contain unnecessary language about eligibility or other assistance programs that are referenced in the MSC 443.
- Can be used for clients to request both a CCO/plan appeal, hearing or both.

The DMAP 3302 is available on [the OHP Forms page](#) and the [DHS/OHA Forms Server](#).

Later this month, CCOs/plans and DHS branches may also [order the DMAP 3302 form through](#)

DMAP 2405 – Notice of Action

- This is a new optional template that CCOs and plans may use when denying prior authorization requests for services. They may also continue to use their current NOAs, this is just an alternative.
- Has been simplified to only include required fields and refer members to the DMAP 3302 for other information.
- Contains a cover sheet, translated into several common languages, explaining the content and offering the NOA and DMAP 3302 in alternate formats and other languages.

The following rules have been revised to allow CCOs/Plans to use the form:

410-120-1860 410-141-0262 410-141-0263 410-141-0265
410-141-0420 410-141-3263 410-141-3420

Plans can download this form from the [OHP Forms page](#), the [OHP Tools for Plans page](#), or the [DHS/OHA Forms Server](#).

If you have any questions about this information, contact:

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