

## MMIS Questions and Answers

- [Informational Explanation of Benefit \(EOB\) messages](#)
- [EOBs that require provider action](#)
- [Paper Remittance Advice questions](#)
- [Electronic Data Interchange questions](#)

### Informational EOB messages

For privacy reasons, DHS requires enrolled providers to submit a trading partner agreement (TPA) that identifies two things:

- 1) The type(s) of data the provider will exchange electronically (*e.g.*, claims, remittance advices, eligibility requests and responses), and
- 2) Who will exchange the information with DHS (the provider or a submitter who submits transactions on the provider's behalf).

The TPA establishes a relationship between DHS, the provider, and the submitter. In the prior system, DHS did not have an automated process for identifying whether or not providers were submitting claims according to their TPA.

To remain notified of submitter changes (such as a provider changing clearinghouses or a clearinghouse adding a new provider) in the new system, DHS asked for informational EOBs that indicate whether the data exchange is occurring as indicated on the TPA.

The following EOBs do not affect claim processing; no action is required on your part unless DHS contacts you.

#### **EOB 1805: Provider is not eligible for electronic submission**

EOB 1805 appears on the RA for pharmacy point of sale and claims electronically submitted by Medicare for the enrolled provider, because there is no TPA on record with DHS indicating a relationship between Medicare and the provider.

Since DHS does not require a TPA for these claims, this edit has been inactivated. The edit should stop appearing on your remittance advices.

**EOB 9013 (Error Code 1804): Provider and submitter mismatched**

When DHS converted to the new MMIS, some submitter relationships were not known (as described in the TPA). Some relationships also did not convert to the new system as expected.

When Edit 9013/1804 occurs:

- 1) For providers with existing TPAs, DHS must establish the missing submitter relationship that did not convert, or ask the provider to update their TPA to recognize their current submitter.
- 2) For providers without a TPA on file, DHS must advise the provider to submit a TPA that recognizes their submitter.

In the case of a conversion problem, once the missing relationship is restored, this edit will no longer post on your remittance advice.

**EOBs that require provider action**

If you receive any of the following EOBs, your provider record and NPI or taxonomy information may need updating.

**EOB 1002: Rendering provider not eligible on DOS.**

Due to the licensing end dates entered into the new MMIS for various providers, the MMIS may have considered the rendering provider ineligible at the time the claim was processed.

If you are still receiving this error, contact Provider Enrollment at [provider.enrollment@state.or.us](mailto:provider.enrollment@state.or.us) so they can update the rendering provider record as needed.

**EOB 532: Revenue Code/Provider Specialty Mismatch**

**EOB 0044 (Edit 1038): Performing Provider Type/Claim Type Mismatch**

**EOBs 1900 through 1926: Missing or invalid taxonomy for billing, performing, referring, or rendering provider**

These errors may be due to incorrect conversion of provider information into the new MMIS.

If you receive one or more of these EOBs and you have determined all details on your claims submission were accurate, contact Provider Enrollment at 800-422-5047 or e-mail [provider.enrollment@state.or.us](mailto:provider.enrollment@state.or.us). DHS can then investigate and make any needed corrections to your provider record.

### Paper Remittance Advices

#### Why does the paper RA have claims information the electronic RA does not?

The paper RA lists claims that are suspended for manual review by DHS and the electronic RA does not. This is a core MMIS system function that will not change.

#### Why are we receiving EOBs that do not seem to make sense?

The new MMIS has many more edits than the prior system. Some of these new EOBs were associated to the wrong edit. The new MMIS is processing the claim correctly; it is just posting the wrong EOB.

DHS is diligently reviewing and resolving these mismatched EOBs. If you have questions or concerns, contact Provider Services at 800-336-6016 or e-mail [DMAP.Providerservices@state.or.us](mailto:DMAP.Providerservices@state.or.us).

### Electronic Data Interchange (EDI) Questions

#### Where are my 835 Electronic Remittance Advices (ERA)?

If you are a provider with more than one NPI, or a provider doing business with a trading partner not listed on the TPA on file with DHS, DHS may not be able to release the 835 to you. If you are expecting an 835 and have not received one, contact EDI Support Services at 888-690-9888 or e-mail [dhs.edisupport@state.or.us](mailto:dhs.edisupport@state.or.us).

There are two issues affecting 835 creation and delivery.

- 1) During conversion to the new MMIS, some required associations did not get converted to identify who should receive the 835 for the provider. Once these associations are restored, DHS will be able to send the 835.
- 2) Unlike the prior system, the new MMIS requires that each DHS provider number be associated with only one NPI.

## EDI Support Services

- When a DHS provider number has more than one associated NPI, Provider Enrollment must add new DHS provider numbers and service locations for the additional NPIs and the associated taxonomy codes. DHS then sends letters to affected providers explaining this action. There is no action required on the provider's part when this happens.
- If the existing DHS provider number is set up to receive an ERA, the new service location must also be associated to the ERA and trading partner; otherwise, no ERA is created.

EDI Support Services is working with Provider Services to identify affected providers, and working with Provider Enrollment to resolve these issues as they are identified.

### **Why are the 997 Response transactions/reports not being delivered?**

DHS has been experiencing difficulty returning 997s on a consistent basis. The exact reason has not been isolated. DHS continues to work with the vendor, EDS, to understand the cause.

To find out whether or not DHS received your claims submission, e-mail [dhs.edisupport@state.or.us](mailto:dhs.edisupport@state.or.us) or [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us).

### **Why am I getting TA1 response transactions with error code equal to 024?**

A valid transaction that receives a TA1 with an Interchange Note Code (error code) equal to 024 may be caused by a setup issue in the new MMIS. To resolve this issue, contact DHS EDI Support at 888-690-9888 or e-mail [DHS.EDISupport@state.or.us](mailto:DHS.EDISupport@state.or.us).

### **In the prior system, an LX segment preceded each claim in the 835. Now there is only one LX segment in the whole file. Is this an oversight?**

No, this is not an oversight. A single LX segment for the 835 file is HIPAA-compliant according to the department's interpretation of the Implementation Guides.

**I sent in our file. I received a 997 Response that my transactions were accepted, but no claims transactions from our file were processed. Why?**

DHS is reviewing each situation reported. Once DHS confirms the error, staff will work with EDS to determine why this may be occurring. Please check the Web site for updates as DHS works through this reported issue.

**I sent in our file. It appears to have been accepted, but we never received a 997. Why?**

From go-live (December 8, 2009) until early March 2009, the EDI server dropped incoming transactions once it met a certain capacity during processing.

EDS corrected this problem. Now the server stores all incoming transactions so that if the capacity is met during processing, remaining transactions are saved for processing as soon as space becomes available.