



Oregon

John Theodore R. Kulongoski, Governor

Department of Human Services
Division of Medical Assistance Programs
500 Summer Street NE, E35
Salem, OR 97301-1079
Voice (503) 945-5772
Fax (503) 373-7689
TTY (503) 378-6791



OREGON HEALTH PLAN (OHP) ELECTRONIC MEMORANDUM

Date: March 10, 2009
To: FCHPs, DCOs, MHOs, PCO
From: Jon Pelkey, Quality Improvement and Medical Section Manager
Re: Web Portal Encounter Claims

Encounter claims are now available for reviewing, submitting and adjusting on the secure Provider Web Portal at <https://www.or-medicaid.gov>. When reviewing submitted encounters, please remember that:

1. The 'Resubmit' button is intended for use by fee-for-service (FFS) providers only, even though you may see it as an available option when viewing an encounter claim. The appropriate choice is the 'Adjust' button.
2. If you use the 'Resubmit' button on a previously submitted encounter claim, this creates a new encounter claim. The new encounter claim will not be linked to the original encounter, creating a duplicate.
3. You also need to use the 'Adjust' button to adjust denied encounters.

Unfortunately, the 'Adjust' button is currently missing when attempting to modify a denied encounter claim. This means that you will be unable to adjust denied encounters until further notice.

Electronic Data Systems (EDS) is working on this issue and will work with DHS to resolve the issue as soon as possible.

Thank you for your continuing support of the Oregon Health Plan.

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