

MMIS Insider

Volume 2, Issue 3 ■ July 2008

*Oregon's Medicaid Management Information System:
A system for today **and** tomorrow*

MMIS provider training updates

Since June, DHS and the replacement MMIS contractor, Electronic Data Systems (EDS), have been traveling to cities big and small, in and around Oregon to make sure providers get the tools they need to be successful when the replacement MMIS goes live.

So far, DHS and EDS have provided 29 training sessions to almost 800 attendees representing a wide range of providers. Make sure you are included in those numbers. Register and attend MMIS provider training!

Who should attend?

All providers will get valuable information from the MMIS training sessions.

- If you verify eligibility, this training is for you.
- If you verify claim status, this training is for you.
- If you request prior authorizations, this training is for you.
- If you provide any health-related services to Oregon Medicaid clients, this training is for you.

This training is provided at no charge to Oregon Medicaid providers. Everyone who attends one of the statewide training sessions receives a CD copy of the training material. All files are in Microsoft Word.

Many training sessions are still open!

There are still many training opportunities available.

- Instead of AM and PM sessions for all locations, some locations now have “combined” sessions (8 a.m. to 1 p.m.) that include information for both the AM and PM fee-for-service training sessions.
- Please feel free to register for any location that is available; you don't need to limit yourself to training sessions in your immediate area.

Register today

Sign up for training on the DHS Learning Center at <https://dhslearn.hr.state.or.us> as soon as you can.

- For more information about available courses and how to register for training, go to the MMIS Training Web page at www.oregon.gov/DHS/mmis/training_info.shtml.

Remaining MMIS Training Dates:

July 2008

22-24 Eugene
29 Klamath Falls
30 Lakeview
31 Burns

August 2008

4 Portland - AM full
5 Woodburn
6 Vancouver, WA
8 McMinnville
11 Wilsonville
12 Hillsboro
13 Dallas
14 Hillsboro
15 Portland - AM full
18 Newport
19 Tillamook
20 Astoria
21 Longview, WA
22 St. Helens
25-27 Salem
28-29 Albany

For more information, go to:
www.oregon.gov/DHS/mmis



MMIS training material– Now on the Web

This month, DHS posted Portable Document Format (PDF) versions of all MMIS training material on the MMIS Provider Web site.

In August, DHS will post a self-paced, Web-based training course in the DHS Learning Center so that you can take the training at your computer. To view the Web course, you will need a computer with Adobe (formerly Macromedia) Flash Player, and an Internet browser.

What you need to know about the Provider Web Portal

Since the *Insider* began, we have shared information about the Provider Web Portal. The Web Portal is a free service that will provide many new tools for providers, such as:

- Online inquiries of the Prioritized List of Health Services, to make sure services are covered by the Oregon Health Plan.
- Online submissions of prior authorization requests and claims.
- Online review and adjustment of submitted claims, whether they are submitted on paper, through the Web Portal, or via Electronic Data Interchange (EDI).
- Online eligibility and enrollment verification.
- Online requests to update demographic information, such as your office hours and whether you are currently accepting new patients.

At implementation, you will be able to start using the Provider Web Portal at www.or-medicaid.gov.

To access the Web Portal, you will need:

- A PC with an Internet connection and Microsoft Internet Explorer 6 or 7, or Mozilla Firefox 2.
- The initial login information DHS is mailing two weeks before go-live.
- Training on how to use the Web Portal– Register today!

Make sure DHS has your current mailing address!

A letter containing your initial login information for access to the secure Provider Web Portal will be mailed out approximately two weeks before implementation.

- Because of the security of these letters, DHS wants to be sure they are sent to the correct address. Please make sure your mailing address with DHS is current, even if you choose not to receive mail from DHS today.
- You need the initial login information to access the Provider Web Portal, create a unique login, and begin delegating access to appropriate staff.

To update your information, contact DHS at provider.enrollment@state.or.us. To learn more about these letters and the Provider Web Portal, be sure to attend provider training.



Changes to eligibility verification

With the new tools available with the Provider Web Portal and the changes to the Medical Care Identification, make sure you are able to verify eligibility and enrollment status for DHS clients when the new system goes live:

First Health Automated Information System (AIS) services will end

Both the Web and telephone eligibility verification services provided by First Health will no longer be available through DHS when the new MMIS goes live.

If you use AIS to verify eligibility now, and want to continue using free verification services provided through DHS, you will need to change to these contacts at implementation:

- **By telephone:** Automated Voice Response (AVR) at 866-692-3864.
- **On the Web:** The Provider Web Portal at www.or-medicaid.gov.

The MMIS training material on the Web and distributed via CD includes an AVR Quick Reference Chart and extensive Web Portal information.

If you don't use First Health AIS, contact your eligibility verification service!

If you don't use AIS, contact your eligibility verification service vendor to find out if they will still provide eligibility information when the new MMIS goes live.

- Effective August 31, 2008, DMAP will be ending its contracts with its three Electronic Eligibility Verification Services (EEVS). EEVS is one of the ways DHS providers have been able to verify Medicaid client eligibility.
- If you currently use EEVS or any other non-AIS eligibility verification service, contact your vendor to see if they offer other options for eligibility verification. Ask them if their services will be changing; if they are, ask them what you need to do to prepare.

Electronic Data Interchange (EDI) with DHS

In June, DHS sent information to current EDI Trading Partners about the new connectivity, logon IDs and passwords for EDI testing for the replacement system. Testing began July 10, 2008.

Even if you don't exchange EDI transactions directly with DHS, you may need to check with the service who exchanges transactions for you to make sure your claims, status requests, eligibility inquiries and other functions continue smoothly after go-live.

If a clearinghouse or billing service already submits EDI claims for you:

- Let your biller know if you want to test for any new EDI transactions such as the Prior Authorization Request and Response.
- Make sure they visit the MMIS EDI Web page at www.oregon.gov/DHS/mmis/edi/main.shtml to find out what they need to know to set up EDI transactions for the replacement MMIS and test their connectivity with the new EDI server.



MMIS Insider

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- *MMIS training updates*
- *Provider Web Portal review*
- *Web login reminder*
- *Updates on:*
 - *Eligibility verification*
 - *Electronic Data Interchange*

Who to contact for help

Once the replacement MMIS goes live, you will still be able to call DMAP Provider Services at 800-336-6016 or e-mail dmap.providerservices@state.or.us for billing questions and assistance. The Provider Services call center will also include staff dedicated to questions and assistance with the Provider Web Portal.

For registration, testing, and any other assistance related to Electronic Data Interchange, you will still be able to contact DHS EDI Support Services at 888-690-9888 or e-mail dhs.edisupport@state.or.us.

Stay informed

You can get current information on the Web about training as well as how the replacement MMIS will affect you as a provider at www.oregon.gov/DHS/mmis. This site includes Frequently Asked Questions (FAQs), information about changes to expect, and much more.

- You can also sign up to automatically receive DHS *eSubscribe* updates whenever we add new information to the site. As we get closer to implementation, checking this site will be the best way to get current status and information affecting providers.
- Stay informed about the MMIS Implementation by checking online and receiving automatic updates through eSubscribe.