

MCO Provider Training Update / Preview- for Discussion 11/14/07

From our discussion on October 17, 2007:

- The MCOs prefer that MCO training not occur in the same timeframe as contractor meetings (i.e.: don't tag on an extra day for training - put it at the opposite end of the month)
- Kaiser would like to work directly with EDS and DHS to coordinate an in-house training to facilitate high attendance of at least 200 people to cover both capitated and FFS information. Kaiser has a facility in Portland that they would make available for this.
- PhTech plans to send three participants from each of the eight plans it represents
- The MCOs would like to have training available in Portland, Salem, and possibly farther south (Josephine County), such as Eugene
- The suggestion was made that a breakout session for MCOs be added to the FFS training in Salem just to cover the material that is different for MCOs - that would save setting up an entirely separate training event
- The suggestion was made that the meeting time of one of the Encounter Data Workgroup meetings could be used for MCO training

Proposed MCO Training Approach for Discussion:

- Conduct MCO-specific training during the last week of March, 2008 (3/24-28)
- Provide one full MCO training session (4 hours in length) in
 - Portland (Kaiser facility?)
 - Salem (PhTech facility?)
 - Eugene (LIPA facility?)
- Add additional sessions for MCOs during the scheduled FFS training in Salem at the end of June (tentative dates are June 23 & 24).
 - Clarify: breakout session run in parallel or added to the end of the FFS training?

Training Preview:

- Web Portal Home Page
- Provider Sign-in screen
- Claims Search and Results

Proposed Training Agenda for Managed Care Organizations (MCO)

Introduction to the MMIS Provider Overview module

- Training overview
- Duration
- Learning objectives
- Key Concepts
- Schedule

MMIS Overview

- MMIS background
- Replacement Project
- New MMIS Benefits
- New Provider Functionality

Description of Changes that affect the provider community

- Electronic Data Interchange (EDI) Re-testing
- New Medical Care ID Card
- Eligibility Verification
 - Eligibility Verification via AVR
 - Eligibility Verification via the Secure Web Portal
- Secure Web Portal Identification (ID) and Personal Identification Number (PIN)
- Proprietary Claim Forms
 - Billing Methods Table
- Remittance Advice
- Policy Changes
- Timelines or Important Implementation Dates

What Provider's Can do to Prepare for the Implementation

- Reminder to complete EDI re-testing, if necessary.
- EDI Marketing for providers that do not currently bill using EDI.
- Web Portal Minimum Requirements
- Eligibility Verification and Methods
- Oregon MMIS Implementation Training
- Oregon MMIS Project Communications

Walk through the Web Portal Handbook

- Web Portal Overview (Public & Secure)
- Reference Web Basics
- Public Web Portal Functionality
 - How to logon

- Describe functionality
 - Provider Enrollment
 - Provider Enrollment Tracking
 - Provider Directory Search
- Secure Web Portal Functionality
 - How to Logon and Logoff
 - Account Set-up and Maintenance
 - Change Password
 - Password Reset
 - Demographic Maintenance
 - Messages
- Clerk Maintenance
- Switch Provider
- Encounter Claims
 - Claims Search
 - Claims adjustments
- File Upload
 - Financial Report
- EDI Reporting
 - Practitioner Report
 - Grievance & Complaint Log
- Client Eligibility
 - Benefit and HSC Inquiry
 - Plan of Care Inquiry or Search
 - Prior Authorization Inquiry or Search
 - Third-Party Liability (TPL)
- Drug Search

- Provider Services/Contacts

- Questions and Answers

Provider Web Portal **DRAFT** for discussion 11/14/07

Home - Microsoft Internet Explorer provided by EDS/Idaho Title XIX

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <http://usslui01.orxix.slg.eds.com/ModelPortal/> Go Links SnagIt

Inter Change
Government Health Portfolio

Monday, November 12, 2007

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Welcome to the Medicaid Portal web site!

Provider Submit claims and prior authorizations

February 2006 New Procedure Code for Ambulance Providers

January 2006 Governor Proclaims November as Adoption Month

November 2005 Flu Vaccine Still Being Shipped

Local intranet

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7 Claims Search and Results

7.1 Claims search screen

The Claim Search screen allows you to search all of the claims associated with your provider number including includes claims submitted through the Web portal, EDI, and paper claims.

The screenshot shows a web application window titled "Claim Search: 100203869A MCD". The interface includes several input fields for search criteria: ICN (with the value 2006054300057), Client ID, TCN, FDOS, TDOS, Rendering Provider ID (with a "[Search]" button), Claim Type (a dropdown menu), Status (a dropdown menu), and Date Paid. At the bottom right, there are two buttons labeled "search" and "clear".

7.2 Claim search criteria

There are several different ways to search for a claim. Below outlines search criteria that can be used.

- Internal Control Number (ICN)
- Client ID (recipient's Medicaid ID)
- Tracking Control Number
- FDOS (From Dates of Service)
- TDOS (To Dates of Service)
- Rendering Provider NPI or Medicaid Provider ID
- Claim Type
- Claim Status
- Date Paid

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You can also click the **Search** button with no other information in the fields to get all claims associated with the provider for which you are logged on.

7.2.1 To access the claim search screen

Step	Action	Response
1	Click the Claims menu.	The claims drop-down list displays.
2	Click Claims Search .	Claims Search screen displays.
3	Enter valid search criteria in the fields, or select the drop-down arrows to narrow your search.	
4	Click the Search button .	<ul style="list-style-type: none"> • If a match is found, the search results list displays. • If no match is found, the search results list displays ***No rows found***

7.3 Claim results screen

Search results screen displays claim information matching the search criteria, starting with 10 most recent claims matching the criteria. There may be more than one page of search results. Use the “next” or “previous” link to move forward or backwards.

Search Results							
ICN	Client ID	FDOS	TDOS	Claim Type	Status	Date Paid	Amount Billed
2207236100008	00040623	01/01/2006	01/05/2006	INPATIENT CLAIMS	PAID	08/29/2007	\$5,000.00
2207236100010	00001289	01/01/2006	01/05/2006	INPATIENT CLAIMS	PAID	0	\$5,000.00
2207229100007	00040623	01/01/2007	01/05/2007	INPATIENT CLAIMS	PAID	0	\$5,000.00
2207229100011	00001256	01/01/2007	01/05/2007	INPATIENT CLAIMS	PAID	0	\$5,000.00
2207229100013	00002402	01/01/2007	01/05/2007	INPATIENT CLAIMS	PAID	0	\$5,500.00
2207243311012	45678229	01/01/2007	01/05/2007	INPATIENT CLAIMS	PAID	09/12/2007	\$5,000.00
5907291601022	45678229	01/01/2007	01/05/2007	INPATIENT CLAIMS	PAID	0	\$5,000.00
5907291601023	45678229	01/01/2007	01/05/2007	INPATIENT CLAIMS	PAID	0	\$5,000.00
2207243311014	45678229	02/01/2007	02/05/2007	INPATIENT CLAIMS	PAID	09/12/2007	\$5,000.00
2207243311015	45678229	03/01/2007	03/05/2007	INPATIENT CLAIMS	PAID	09/12/2007	\$5,000.00
1 2 3 4 5 6 7 8 Next >							

Field descriptions

Field	Description	Field Characteristics	Length
ICN	Internal control number that uniquely identifies a claim meeting the selection criteria. Read-Only	Alphanumeric	13

