

**AGENDA**  
**MMIS/MCO Workgroup Meeting**  
**September 17, 2008**  
**8:30 a.m. – 11:45 a.m.**

Department of Human Services Building  
500 Summer Street NE Salem, Oregon 97301  
Room HSB-137 A – C  
Conference Dial-in # (877) 841-8228 Passcode 9214766

Alice LaBansky, Co-Chair & Jim Joyce, Co-Chair  
8:30 a.m. – 10:00 a.m.

| <b>Topic</b>  | <b>Speaker</b>                      | <b>Time</b> |
|---|-------------------------------------|-------------|
| <i>Introductions</i>  | Patricia Krewson                    | 5 min       |
| <b>1. New Implementation Date &amp; Project Status</b>  | Jim Joyce                           | 15 min      |
| <b>2. Provider Training &amp; Follow-up Responses From Provider Training</b>  | Paul Combs                          | 10 min      |
| <b>3. Provider Web Portal Security</b>  | Jason Georgedes                     | 20 min      |
| <b>4. EEVS Update</b>   | Patricia Krewson or<br>Raeann Reese | 5 min       |
| <b>5. POS – NPI</b>   | Patricia Krewson                    | 5 min       |
| <b>6. Encounter Processing Transition Cut-overs</b> <ul style="list-style-type: none"><li>• Oct/Nov ENC Submissions Guideline</li></ul> | Patricia Krewson                    | 15 min      |
| <b>BREAK</b><br>10:15 a.m. – 10:30 a.m.   |                                     |             |
| <b>7. Companion Guide Changes</b>   | Joni Killgore                       |             |
| <b>8. PIN Letters</b>   | Terry Layman                        |             |
| <b>9. New Enrollment Process (3108 form)</b>  | Terry Layman                        |             |
| <b>10. Action Items From July Meeting</b>   | Patricia Krewson                    |             |
| <b>11. MCO Edit/Error to ARC/Remark Crosswalk</b>   | Patricia Krewson                    |             |

MMIS Web site  
<http://www.oregon.gov/DHS/healthplan/meetings/main.shtml#meetings>

Next Meeting:   October 15, 2008  
8:30 – 12:00 p.m.  
Human Services Building, Room 137 A-C

## **Introductions Made.**

### **Review of agenda.**

#### **New Implementation Date and Project Status**

The status of the project is reviewed on a monthly basis to check on the progress. Since there were so many outstanding defects the implementation/go-live date has been pushed back to December 9, 2008. All plans and schedules have been adjusted to reflect this change.

The delay has been a plus because we have been able to get additional training for DHS staff as well as providers. There are three different types of testing we are performing on the MMIS system; parallel, UAT and system.

During testing we have found additional defects but have been able to fix many of the outstanding defects. This delay should give us time to have full function of the web-portal by the 1<sup>st</sup> of March.

#### **Provider Training and Follow-up Responses from Provider Training**

We are in round 2 of provider training. 15% of providers participated during the 1<sup>st</sup> round of training. Paul pointed out a few dates on the calendar that was handed out. There are going to be several trainings in the outlying areas but the focus is on the I-5 corridor. Outreach is being done to get provider participation. We could use the plans help with this.

There was discussion of the Outstanding Questions handout. The Frequently Asked Questions are being posted and answered on an on-going basis. Please use the link at the bottom of the handout. The MCOs asked that the instructions for setting up a clerk to be sent to them.

- **Action Item:** Jennifer McKinley. Jennifer McKinley asked if the MCOs had any refresher training preferences to let her know.

#### **Provider Web Portal Security**

FFS providers will mainly use the Web portal. FFS Providers/MCOs will receive PIN letters. Managed Care Plan letters will come to DMAP first then they will be re-mailed to the person the Plan previously identified with either their PHP Coordinator or their MH Specialist. FFS Providers will receive their letter immediately without being re-routed. DHS' intention is to not send PIN letters to MCO enrolled providers. There was some discussion on this issue by PHTech indicating the MCO's require their providers to verify eligibility and the Web portal would be that vehicle.

- **Action Item:** DMAP agreed to revisit this decision.

DMAP Provider Services Unit (PSU) will need to be contacted if you need a PIN reset. Their phone # is 800-336-6016. Both plans and individual providers need to make sure DMAP Provider Enrollment has their current/correct contact information. Their phone # is 800-422-5047.

### **PIN Letters**

PIN letters will be mailed out November 25<sup>th</sup>. The PIN letter is the initial access and then further accounts can be made after that. Many accounts can be made from that one PIN letter. We are intending to suppress all the Welcome to DMAP letters to all of the 'encounter only' MCO providers. DHS discussed the desire to not send Web PIN letters to the MCO encounter only providers. Several MCOs preferred their providers did receive this information to verify eligibility. DHS agreed to revisit this preference. The question was asked who is developing the list for PIN letter recipients? MCOs need to contact their DMAP PHP Coordinator or their MH Specialist to verify this information. DMAP Communications Unit has developed a basic spreadsheet. We will get this sent out to all on the MMIS/MCO Workgroup e-mail list.

### **New Enrollment Process (3108)**

DHS will still be using the 3108 enrollment form with the replacement MMIS. Our intention is for Web-portal use. The 3108 form will be revised. Only the minimum set of information will be on this for go-live. An infinity date will not be available for use in the replacement system for provider's license/certification type end dates. There was discussion on the need for tax ID # for providers in the replacement MMIS. DHS will need EIN or SSN of providers on file. EDS will follow-up, for DHS, with other states on their process for gathering licensure/certification end dates for MCO providers.

- We will get back to this group with that information. Jennifer McKinley Action Item.
- Update: DHS identified an Internet site that links to all 50 state's licensure search features and sent it out to all participants.

A compilation of who the MCOs have identified to receive the PIN letters will be developed and distributed by Alice. Please do not resubmit outstanding requests to enroll MCO providers. Also, we do not enroll counselors, so please do not send DMAP 3108 form for this provider group. The issue of billing for PT/OT services for recipients residing in LTC facilities was raised and the confusion on how to send in encounters. Patricia took this issue back as an action item to get clarification on the process.

- Update: DHS is now current with all NPI registrations except for those that need additional research or those that DHS requested clarification from the MCO submitting the information.

### **EEVS Update**

The EEVS contract has ended. The termination of EEVS has nothing to do with the MMIS implementation. There are still 2 vendors that are working with the DHS EDI Support Team to implement the 270/271 Eligibility Inquiry/Response transactions for continuation of their services to their customers. Raeann spoke of the additional information developed on this change and had handouts available. The handout contains Frequently Asked Questions as well as other information.

### **POS – NPI**

For FFS POS claims First Health is still using the default provider number of six 9s for the prescribing physician. FFS POS claims will require the prescribing NPI when EDS takes over as DHS' pharmacy benefit manager (PBM). This does not affect encounter pharmacy. The NPI must be present for compliancy, but DHS does not edit except for NPI validation.

### **Encounter Processing Transition Cut-overs: Oct/Nov Submissions Guideline**

At the next meeting we will have more specific timeframes available. In the month of October, continue to submit claims as normal. Starting in November some changes will occur. Jon Pelkey advised the MCOs that there will be 2 separate capitation payment cycles happening in November. Testing for the 837 professional, dental and institutional has been going since July, the 835 is hoped to be available to test by the end of the month. All MCOs should begin testing and not wait in anticipation of additional transaction changes. If DHS gives an MCO a pass status on a transaction it will not change even is there are changes since DHS is not going to be performing any regression testing due to the amount of time left before go live.