

# *Administrator Alert*

*Policy updates & rule clarifications for Assisted Living,  
Residential Care & Nursing Facilities*

Office of Licensing & Quality — Oregon Department of Human Services

December 23, 2009

## **NURSING FACILITY COMPLEX MEDICAL ADD-ON BILLING**

Dear Administrator,

**Please share this Administrator Alert with the person(s) responsible for billing the Department of Human Services for Medicaid Complex Medical Add-On nursing facility services.**

On October 20, 2009 an Administrative Alert was sent out regarding delays in posting Complex Medical Add-On reports. Since that time, the Complex Medical Add-On Program has completed a Rapid Process Improvement (RPI) as part of the DHS Transformation Initiative. The RPI was a collaborative effort with the nursing facility industry and the Department, and together we looked at the steps the nursing facility and complex medical unit must go through to allow a nursing facility to receive complex add-on payment. Our goal was to minimize or eliminate duplicate or unnecessary steps, ensure the nursing facility receive timely payment, and ensure program integrity. As a result of this process, several major program changes are being implemented.

One goal from the RPI is to change to a post-payment review for Complex Medical Add-On. As part of the RPI we also carefully considered ways to work through the aging complex medical reports, and at the same time considered the need to provide timely facility payment. As we continue to work toward our goal, we are requesting facilities do the following:

- Carefully review the facility accounts receivable to determine which receivables with dates of service between November 1, 2008 – December 31, 2009 should have been paid at the Complex Medical Add-On (CMAO) rate but were either not reimbursed, or were reimbursed at the Basic rate.



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- Complete the attached CMAO spreadsheet and **include only claims with dates of service that have not been reimbursed correctly at the CMAO rate, for only those residents who have been identified by the facility to meet CMAO criteria.**
  - The spreadsheet must only include claim information for Medicaid eligible dates of services provided between November 1, 2008 – December 31, 2009.
  - The spreadsheet must only include Medicaid eligible residents who met CMAO criteria between November 1, 2008 – December 31, 2009.
  
- Each facility will have one opportunity to email their completed CMAO spreadsheet to the Complex Medical Unit. The final date to email the CMAO spreadsheet is February 28, 2010.
  - Due to HIPAA regulations to protect resident health information, the CMAO spreadsheet must be received by secure email.
  - To send a secure email, you can use one of the following options:
    1. The facility may reply directly to this email within the secure website option, or
    2. The facility may respond by using their own protected, secure email system, or
    3. The facility may send an email to [complex.medical@state.or.us](mailto:complex.medical@state.or.us) requesting assistance on how to securely send the confidential information.
  - Corrected, or revised spreadsheets will not be accepted or posted.
  - Any spreadsheet received after February 28, 2010 will not be posted.

**Facilities must continue to submit a completed Weekly Complex Medical Add-On Report via fax until further notice, however the CMAO spreadsheet will be used for posting complex medical information.** Please do not include supporting documentation with the weekly report, or the CMAO spreadsheet.



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Please note: The facility must continue to maintain the required documentation in the medical record per OARs 411-070-0027(3), 411-070-0091, and make it available upon request. Refer to the Administrator Alert dated December 10, 2009 for more information.

Nursing facilities will be informed of future Complex Medical program changes through Administrator Alerts. Please refer to the following link if you'd like to subscribe to receive automatic notices of Alerts. <http://www.oregon.gov/DHS/spd/provtools/newsletters.shtml#aa>

