

# *Administrator Alert*

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

Office of Licensing & Quality — Oregon Department of Human Services

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*February 2, 2010*

## **Nursing Facility MMIS Update-SNF Coinsurance**

Dear Administrator,

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

### **SNF Coinsurance Claims Submission (Paper Only):**

DHS will begin processing paper claims for skilled nursing facility (SNF) coinsurance claims through the new Medicaid Management Information System on Monday, February 8, 2010. Claims submission via the web portal and EDI are not allowed at this time. Over the course of four months, DHS will reconcile all of the SNF coinsurance interim payments issued over the past year. Please make sure all accounts receivable records have been updated prior to February 8, 2010, to assure all outstanding SNF coinsurance claims are submitted timely.

### **Webinar for SNF Claims:**

For additional assistance, DHS is holding a SNF Claims Open House webinar on February 8, 2010 from 8:30 AM-4:30 PM PST. Trainers will be available to answer questions and troubleshoot SNF billing issues. I have included the link to register for the webinar training. Please be of aware of confidentiality as there may be other providers on the line.

Reserve your Webinar seat now at:

<https://www2.gotomeeting.com/register/901040418>



For more information, contact the DHS Office of Licensing and Quality of Care, 1-800-232-3020. Visit the DHS Web site at [www.oregon.gov/DHS/](http://www.oregon.gov/DHS/)

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### *Delivery Method SNF Coinsurance Paper Claims:*

For a **temporary** period of time the DMAP Provider Services Unit is offering Nursing Facility Providers the temporary option of sending the UB-04 paper SNF Coinsurance claims directly to the DMAP PSU. This will be an opportunity for the DMAP PSU staff to review the submitted claims for errors before the claims are sent through the claims processing system. The claims will be reviewed and if corrections are needed, the claim will be sent back to the provider to correct and resubmit. Those claims that do not require corrections will be sent directly to the claims processing unit. If you use this option, please ensure claims are submitted in date order.

If you would like to participate in this method of submission then please send your paper SNF Coinsurance paper claims to the following address:

Department of Human Services  
DMAP/PSU  
500 Summer Street NE, E-44  
Salem, OR 97301

This is a temporary delivery method for submitting UB-04 paper claims and an Administrator Alert will be sent when the process reverts to the normal method of delivery.

### **UB-04 Paper Billing Guide**

Attached is an updated version of the Nursing Facility UB-04 Paper Billing Guide. For future reference you can find the most recent version of the guide at

<http://www.oregon.gov/DHS/spd/provtools/index.shtml>

**Please replace any previous version of the billing guide you have with this version effective January 2010.**



For more information, contact the DHS Office of Licensing and Quality of Care, 1-800-232-3020. Visit the DHS Web site at [www.oregon.gov/DHS/](http://www.oregon.gov/DHS/)

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If you have any questions about specific claims, please call DHS Provider Services at (800) 336-6016.

## **Questions:**

For questions about billing, call Provider Services at 800-336-6016, Monday through Friday, 7:00 AM-4:30 PM, or e-mail [DMAP.ProviderServices@state.or.us](mailto:DMAP.ProviderServices@state.or.us). For questions about billing via electronic data interchange (EDI), contact EDI Support Services at [DHS.EDIsupport@state.or.us](mailto:DHS.EDIsupport@state.or.us) or call 888-690-9888.

