
Oregon Health Plan Provider Web Portal

Prior Authorization

Submit and check status on prior authorizations for Oregon Health Plan fee-for-service (open card) clients



Division of Medical Assistance Programs

August 2011

Web portal home page

Begin at: <https://www.or-medicaid.gov>

Home Contact Us Directory Search Clients Account Providers

Welcome to the Medicaid Portal web site!

Providers - Login to set up your Web portal accounts and verify eligibility for OHP clients

Providers - What you need to know about the Web portal

OHP provider announcements

AMH Providers - View the Addictions and Mental Health home page

SPD Providers - View the Seniors and people with physical disabilities home page

Click here to log in

Links to OHA Web sites

Getting started

1. Enter your User Name and Password
2. Click login

Home Contact Us Directory Search Clients **Account** Providers
home account setup logoff reset password **secure site**

Login

The State Health Care Authority's secure website is intended for providers, clerks and billing agents.

If you have received your Personal Identification Number letter, click on the setup account button.

[setup account](#)

If you're already a member and have set up your account or a provider has set one up for you, login here to enter our secure website.

User Name*

Password*

[login](#)

If you have forgotten your password please click the reset password button.

[reset password](#)

Fill out and submit a new prior authorization

NEW PRIOR AUTHORIZATION

Provider front page

Home Contact Us Directory Search Clients Account Claims Eligibility Trade Files Prior Authorization **Providers** POC Help
 home demographic maintenance drug search enrollment enrollment tracking Search hsc inquiry
 New

Prior Authorization menu, click New

This site is designed to be compatible with following brows

Microsoft Internet Explorer 6
 Microsoft Internet Explorer 7 Service Pack 2
 Mozilla FireFox 2.0



What's New

Provider ID: 500603867 MCD
 Taxonomy:
 Zip Code: 97301 - 1063

Message center from Oregon Health Authority

Messages		
Category	Subject	Message
General Message	Reminder - EDI Registration Not Required for Web Portal	EDI registration is only required for providers who currently submit Medicaid claims using the ASC X12 transactions.
General Message	NDC Reporting Requirements	Starting July 1, you must report the National Drug Code and NDC quantity for most physician-administered drugs billed using HCPCS
General Message	Submit claims by noon Friday for timely processing	Otherwise, your claims may process the following weekend. Read more at < https://apps.state.or.us/cf1/OHP/OHPadmin/files/claim-p
General Message	PSU phones are currently not operating correctly	PSU phones are currently not operating correctly.
General Message	DMAP is unable to make outgoing calls	DMAP is unable to make outgoing calls to providers, clients and other customers due to a phone issue. The issue has been reported b
General Message - DMAP	New EDMS Coversheet	Make sure to use the most recent version at http://dhsforms.hr.state.or.us/Forms/Served/DE3970.pdf . DHS will only accept the 8/10
General Message	Change to 8/28 weekend claim cycle	Submit claims by 10 p.m. Thursday for processing this weekend. Read more at < www.oregon.gov/DHS/healthplan/notices_providers
General Message	Web Claims Error Resolved 6/1/10	You can submit Web claims again. If you received the "communications error" message while submitting a claim, search for the claim
General Message	Web Claims Errors 6/1/10	Web claims are not processing this morning due to a "communications error." Do not try to submit claims at this time; DHS will send
General Message	OHP Plus dental and vision changes	Find out about the changes coming 1/1/10 at < http://www.oregon.gov/DHS/healthplan/plus-changes.shtml >.



Prior Authorization

1 Base Information

Client ID* [Search]	PA Assignment* 2
Last Name	Special Considerations* No
First Name, MI	Referring Provider ID
Date of Birth	Attachments* No
Vendor Patient Account Number	Clerk DMAPPROVIDE

-Diagnosis Code- Select row below to update -or- type data b
*** No rows found ***

Diagnosis Number 4	Diagnosis Code [Search]
Diagnosis Name	

delete add **3**

next

1. Enter client ID
2. Choose PA assignment
3. Click add for each diagnosis
4. Enter diagnosis number and code

Diagnosis number:
1 for first; 2 for second;
3 for third; etc.

Enter diagnosis code
without the decimal

If authorizing for imaging
services, use LAB & XRAY

Line Item

Line Item	Requested Units	Requested Dollars	Authorized Units	Authorized Dollars	Procedure	Thru Service	NDC	Revenue Code	ICD9 Code	Status
A 01	0	\$0.00	0	\$0.00						Evaluation

Type data below for new record.

Line Item	01									
Service Type Code*	<input type="text"/>				ICD9 Code	<input type="text"/>	[Search]	Requested Eff/End Date*	<input type="text"/>	
*Procedure	<input type="text"/>	[Search]			Thru Service	<input type="text"/>	[Search]	Requested Units/Dollars	<input type="text"/>	0
Modifier 1:	<input type="text"/>	[Search]			2:	<input type="text"/>	[Search]	Authorized Eff/End Date	<input type="text"/>	0
Modifier 3:	<input type="text"/>	[Search]			4:	<input type="text"/>	[Search]	Authorized Units/Dollars	<input type="text"/>	0
Tooth	<input type="text"/>	[Search]			Quad	<input type="text"/>	[Search]	Balance	<input type="text"/>	0
NDC Lock	<input type="text"/>				NDC	<input type="text"/>	[Search]	Units/Dollars	<input type="text"/>	0
Revenue Code	<input type="text"/>	[Search]						Quantity Used	<input type="text"/>	0
Status	Evaluation							Units/Dollars	<input type="text"/>	0
Service Provider ID	<input type="text"/>	[Search]								

delete add ³

previous next ⁴

1. Choose type of code*
2. Enter information
 - Procedure, revenue or NDC
 - Service provider ID
 - Requested dates
 - Requested units
3. Click add to enter additional line items
4. Click next to continue

*Procedure field changes to reflect chosen service code (Procedure, revenue or NDC)

Imaging services require two units

Notes

Notes

*** No rows found ***

Select row above to update -or- click Add button below.

Description **2**

Notes are optional

Spell Check

delete add **1** coversheet

previous save cancel

- If entering Notes:
1. Click add
 2. Type notes in Description field

Save the Prior Authorization

1. Click save
2. Refer to Prior Authorization number to check status

The following messages were generated:

Message Description	
Save was Successful.	
Request is in Evaluation status only, and has not been approved	2
When processed, your Prior Authorization number will be 4011145001	Notes
Click coversheet button below to generate Coversheet for Supporting Documentation	Notes
For detail instructions on how to submit Coversheet for Supporting documentation, navigate to Providers - links	Notes

Notes [?]

*** No rows found ***

Select row above to update -or- click Add button below.

Description

Spell Check

delete add coversheet

previous save 1 cancel

Supporting documentation:
Click coversheet
Documents must be faxed

EDMS coversheet
is required

Refer to provider guidelines
for required documentation

Check status on an existing prior authorization

PRIOR AUTHORIZATION SEARCH

Search for existing prior authorizations

Home Contact Us Directory Search Clients Account Claims Eligibility Trade Files **Prior Authorization** **Providers** POC Help
 home demographic maintenance drug search enrollment enrollment tracking Search hsc inquiry
 New

Prior Authorization menu, click Search

What's New

Provider ID:500603867 MCD
 Taxonomy:
 Zip Code: 97301 - 1063

Message center from Oregon Health Authority

Messages

Category	Subject	
General Message	DMAP Phone System Issues	The Provider Services Unit (PSU) phone system at 800-336-6016 is experiencing issues at this time. Technical sta
General Message	What do you think of the OHP Web site?	Help improve your online experience with DMAP by completing our quick survey at: < https://survey.emp.state.or.us/cgi-bin/qwebcorporate.dll?idx=M >
General Message	DMAP Electronic Communications	Help us improve them by taking the survey at: < https://survey.emp.state.or.us/cgi-bin/qwebcorporate.dll?idx=M >
General Message	PSU phones are currently not operating correctly	PSU phones are currently not operating correctly.
General Message	DMAP is unable to make outgoing calls	DMAP is unable to make outgoing calls to providers, clients and other customers due to a phone issue. The issue
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General Message	OHP Plus dental and vision changes	Find out about the changes coming 1/1/10 at < http://www.oregon.gov/DHS/healthplan/plus-changes.shtml >.

Prior authorization search

You can:

1. Choose a PA from the recent prior authorizations list, or
2. Search using specific criteria

Recent Prior Authorizations 1 Click a row to view the PA

Prior Authorization	Client ID	Status	PA Assignment	Start Date	Procedure	NDC	Diagnosis
1011229004	KX277V5U	Evaluation	LAB & XRAY	08/17/2011	70050		37160
1011229003	NJ14543E	Evaluation	PT HOSP	08/17/2011	97039		V541
1011229002	NF10097G	Evaluation	LAB & XRAY	08/17/2011	70557		9590
1011229001	KX277V5U	Evaluation	CLINIC	08/17/2011	92070		37160

Prior Authorization Search: 113632 MCD

Prior Authorization	<input type="text"/>	Client ID	<input type="text"/> [Search]
Start Date	<input type="text"/>	Client Name	<input type="text"/>
NDC	<input type="text"/> [Search]	Status	<input type="text"/>
Procedure	<input type="text"/> [Search]	PA Assignment	<input type="text"/>
Diagnosis	<input type="text"/> [Search]	Service Provider ID	<input type="text"/> [Search]
		Revenue Code	<input type="text"/> [Search]

2 Enter criteria and click search to locate matching PAs; search results display below

Search results

If you searched using specific criteria, search results display

Prior Authorization Search: 113632 MCD

Prior Authorization	<input type="text"/>	Client ID	KX277V5U
Start Date	<input type="text"/>	Client Name	ELI JAMES
NDC	<input type="text"/> [Search]	Status	<input type="text"/>
Procedure	<input type="text"/> [Search]	PA Assignment	<input type="text"/>
Diagnosis	<input type="text"/> [Search]	Service Provider ID	<input type="text"/> [Search]
		Revenue Code	<input type="text"/> [Search]

search clear add

Search Results

Click a row to view the PA

Prior Authorization	Client ID	Last Name	First Name	Status	PA Assignment	Start Date	Procedure	NDC	Revenue Code	Service Provider
1011229001	KX277V5U	JAMES	ELI	Evaluation	CLINIC	08/17/2011	92070			3055422283 NPI
1011229004	KX277V5U	JAMES	ELI	Evaluation	LAB & XRAY	08/17/2011	70050			3005895979 NPI

Prior authorization view

Entire PA displays

Base Information

Prior Authorization 1011229004 Client ID KX277V5U Last Name JAMES First Name, MI ELI J Date of Birth 06/12/1930 Vendor Patient Account Number	PA Assignment LAB & XRAY Special Considerations NO Referring Provider ID Attachments NO Clerk FAMILYPRACTICE2 JENNIFER SMITH Provider 3742298683 NPI
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Diagnosis

Diagnosis Number 1	Diagnosis Code 37160	Diagnosis Name KERATOCONUS NOS
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Line Item

Line Item	Requested Units	Requested Dollars	Authorized Units	Authorized Dollars	Procedure	Thru Service	NDC	Revenue Code	ICD9 Code	Status	Service Provider ID
01	2	\$0.00	0	\$0.00	70050					Evaluation	3005895979 NPI

Type changes below.

Line Item 01 Service Type Code* Procedure Code Procedure 70050 [Search] Modifier 1: [Search] Modifier 3: [Search] Tooth [Search] NDC Lock Revenue Code Status Evaluation Service Provider ID 3005895979 NPI [Search]	ICD9 Code Thru Service [Search] 2: [Search] 4: [Search] Quad [Search] NDC	Requested Eff/End Date* 09/01/2011 09/01/2011 Requested Units/Dollars 2 \$0.00 Authorized Eff/End Date Authorized Units/Dollars 0 \$0.00 Balance Units/Dollars 0 \$0.00 Quantity Used Units/Dollars 0 \$0.00
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Notes

*** No rows found ***

Select row above to update -or- click Add button below.

Description

Spell Check delete add coversheet

Clerk at your office that submitted the PA

- Status codes:
- **Evaluation:** has not been reviewed yet
 - **Pending:** in the review process
 - **Approved**
 - **Denied**
 - **Informational:** no PA required
 - **Withdrawn:** duplicate PA

If PA is approved, authorized dates, units and dollars display



Do you need further assistance?

Provider Services Unit (PSU)

800-336-6016

dmap.providerservices@state.or.us

M-Th 8:30 a.m. to 4:30 p.m., F 10:00 a.m. to 4:30 p.m.

Webinar and classroom training:

DMAP Provider Training

503-945-6549

provider-trng.dmap@state.or.us

M-F 9:00 a.m. to 5:30 p.m.