



# DMAP 1036

## Helpful Reminders for Nursing Facilities

Providers can submit individual adjustments in three ways: Electronic Data Interchange, the Provider Web Portal, or the DMAP 1036 (Individual Adjustment Request) form.

The DMAP 1036 form is unique. It is designed to correct overpayments and underpayments for **all** providers who bill DHS for services provided to Oregon Health Plan clients. This form is used for correcting information such as:

- Wrong procedure codes.
- Data entry errors.
- Pricing errors.
- Updating information about payment(s) received from other resources.

These reminders will help you submit your Individual Adjustment Requests to DMAP correctly.

✓	<p><b>Use the most current version of the DMAP 1036 form.</b> The most current version is dated March 2010.</p>
✓	<p><b>Enter the most current Internal Control Number (ICN) in field 4.</b> For example, if you have already tried to adjust the claim using the Provider Web Portal, that Web adjustment created a new ICN for the claim.</p> <ul style="list-style-type: none"> <li>• You need to use that new ICN instead of the one printed on your paper remittance advice.</li> <li>• Otherwise, DMAP will return the 1036 to you for using an invalid ICN. Only the most recent ICN will be valid.</li> </ul>
✓	<p><b>When adjusting patient liability, only use the DMAP 1036 form. Include a financial planner with the completed form. Do not attempt to adjust patient liability using the Provider Web Portal or EDI.</b></p>
✓	<p><b>When adjusting for zero-paid or underpaid claims, include the true qualifying inpatient hospital stay dates and a copy of the Medicare EOB with the completed form.</b></p>
✓	<p><b>If you are adjusting the number of units/ services or the billed amount, calculate the amount and enter it in the “Right information” section of the form.</b> DMAP will not calculate billed amounts for you. Not listing the correct amount will delay your request.</p>

✓	<p><b>Save time by not filling out fields that are not needed. REFER</b> to the <i>DMAP 1036 Billing Instructions</i> handbook to determine what fields you need to complete.</p> <ul style="list-style-type: none"> <li>• This handbook is available at DMAP’s Web site at <a href="http://www.oregon.gov/DHS/healthplan">www.oregon.gov/DHS/healthplan</a>. Click on “Tools for Providers,” then click on “Billing Tips.”</li> <li>• If you do not have internet access, you may also contact Provider Services at 800-336-6016 and ask to have the <i>DMAP 1036 Billing Instructions</i> mailed to you.</li> </ul>
✓	<p><b>Submit one (1) DMAP 1036 form per claim (ICN).</b> All corrections for a claim can be made on one form. <b>DO NOT</b> use multiple forms for multiple corrections of the same claim.</p>
✓	<p><b>Indicate the correct line of service as listed on the Remittance Advice.</b> The Remittance Advice does not indicate line numbers. You can count the lines of services as they appear on your original claim form to determine the line number.</p> <ul style="list-style-type: none"> <li>• If line 2 of your claim needs to be corrected, indicate line 2. <b>DO NOT</b> indicate the box number as it appears on the claim form.</li> </ul>
✓	<p><b>CHECK the form for legibility so that we can clearly read it. AVOID</b> poorly handwritten forms.</p>
✓	<p><b>READ the explanation of benefit (EOB) codes on your Remittance Advice.</b> They will tell you if further action or information is required of you.</p>
✓	<p><b>ATTACH a copy of the Remittance Advice (RA) for the claim you are requesting adjustment on.</b> To further expedite your adjustment request, you can also attach a corrected claim form to help explain the corrections that need to be made to the original claim.</p>
✓	<p><b>CONTACT Provider Services at 800-336-6016</b> for assistance in completing your DMAP 1036 or other questions regarding a medical claim. Always contact Provider Services if:</p> <ul style="list-style-type: none"> <li>• You are not sure if you need to rebill a service or submit an Individual Adjustment Request, or</li> <li>• There are no message codes on your RA.</li> </ul>

