

Health Services
Office of Medical Assistance Programs

Action Request
Transmittal

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OMAP Program and Policy Section

Authorized Signature

Number: OMAP-AR-06-002

Issue Date: 1/11/2006

Topic: Medical Benefits

Effective Date: 1/1/2006

Subject: Eligibility verification requests from providers due to termination of online eligibility (OLG) screens

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): DHS staff who receive requests from health care providers to verify OHP client eligibility |

Action Required:

If you receive requests to verify OHP client eligibility from providers, please refer them to the following options, or refer them to OMAP's Eligibility Verification Web page at http://www.oregon.gov/DHS/healthplan/tools_prov/electronverify.shtml.

1. Use the Automated Information System (AIS) to verify eligibility via touchtone phone. The AIS User Guide is available at http://www.oregon.gov/DHS/healthplan/tools_prov/ais05guide.pdf.
2. Sign up for AIS Plus Web service at <http://register.fhsc.com/webreg/>.
3. Providers who use Electronic Data Interchange (EDI) to submit electronic claims to OMAP can sign up for eligibility verification via the 270/271 EDI transaction. Contact the EDI Registration and Testing Team at (1-800) 422-5047 (press 2 for EDI Team).
4. Contract with an Electronic Eligibility Verification Service (EEVS) provider. A list of EEVS providers is available at http://www.oregon.gov/DHS/healthplan/tools_prov/electronverify.shtml#eevs.

Reason for Action:

Since OMAP terminated its online eligibility verification (OLG) screens 12/31/05, some providers have called DHS branch offices to verify eligibility. DHS branches should not verify eligibility for these providers. Instead, providers should refer to the options listed above to obtain eligibility information for OHP clients.

In December, OMAP sent providers with OLG screen access a [letter](#) reminding them of the

need to find alternate ways to verify eligibility. It also lists the eligibility verification options indicated above. This letter is available on the OMAP provider announcements Web page at <http://www.oregon.gov/DHS/healthplan/notices_providers/main.shtml>.

Field/Stakeholder review: Yes No

If yes, reviewed by: CAF and SPD program analysts

If you have any questions about this action request, contact:

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|--------------------|--|-------------|--------------|
| Contact(s): | OMAP Client Advocate Services Unit | | |
| Phone: | 1-800-273-0557 | Fax: | 503-945-6898 |
| E-mail: | omap.info@state.or.us | | |