

**Division of Medical Assistance Programs**

Arlene Nelson, Interim Manager  
DMAP Operations Section

**Authorized Signature**

**Number:** DMAP-AR-10-004

**Issue Date:** 12/17/2010

**Topic:** Medical Benefits

**Effective Date:** 2/1/2011

**Subject:** Provider announcement - Upcoming PSU phone service changes

**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 and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

**Action Required:**

Review the attached provider letter and phone script. These documents tell providers how to prepare to use self-service resources to inquire about client eligibility, claim status, and other basic questions.

When taking provider calls, use the attached phone script to encourage providers to attend Provider Web Portal training and make sure their Provider Web Portal and AVR logins are current.

**Reason for Action:**

Starting Feb. 1, 2011, DMAP Provider Services will no longer answer basic questions about client eligibility and claim status. Instead, they will refer providers to self-service resources (Provider Web Portal, Automated Voice Response and Electronic Data Interchange).

**Field/Stakeholder review:**  Yes  No

**If yes, reviewed by:**

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

<b>Contact(s):</b>	Bonni Rose, DMAP Provider Services Manager		
<b>Phone:</b>	503-945-6501	<b>Fax:</b>	503-945-6873
<b>E-mail:</b>	<a href="mailto:bonni.rose@state.or.us">bonni.rose@state.or.us</a>		



# ***Providers - Be free of the phone!***

## **Use the Web, EDI or AVR to answer your questions**

### **Provider Services will stop answering basic eligibility and claim status questions starting Feb. 1, 2011**

In January, DMAP Provider Services will lose several call center representative positions due to the current budget shortfall. Because of this, starting Feb. 1, Provider Services will no longer answer basic eligibility and claim status questions. Instead, representatives will refer you to DMAP's free, self-service resources for answering those questions.

### **Self-service has benefits!**

Using DMAP's self-service resources has benefits:

- Information is available 24 hours a day, 7 days a week.
- You have real-time access to client eligibility and claim status information; there is no need to wait for a representative.
- You can make multiple inquiries in a single call or login. With AVR, you can make multiple inquiries in a single 25-minute call; the Web portal has no time or inquiry limit.
- Using self-service options allows our Provider Services staff to help with complex billing issues that require their expertise.

### **DMAP's free, 24/7 self-service options answer most provider questions**

When you need answers to your basic questions, use the following resources.

- **Provider Web Portal** at <https://www.or-medicaid.gov>: The Web portal provides real-time status of claims, client eligibility, prior authorizations, and more. To learn more, go to the Provider Web Portal resources page at [www.oregon.gov/DHS/healthplan/webportal.shtml](http://www.oregon.gov/DHS/healthplan/webportal.shtml).
- **Electronic Data Interchange (EDI)**: Register as a DHS Trading Partner and exchange information directly with DHS or through a registered EDI clearinghouse. Learn more at [www.oregon.gov/DHS/edi](http://www.oregon.gov/DHS/edi).
- **Automated Voice Response (AVR)** at 866-692-3864: Our automated touchtone phone system handles many of the same inquiries as the Provider Web Portal and EDI. To learn more, see the AVR Guide at [www.oregon.gov/DHS/healthplan/tools\\_prov/avr-guide.pdf](http://www.oregon.gov/DHS/healthplan/tools_prov/avr-guide.pdf)

#### **Use self-service options for:**

- Claim/payment status
- Prior authorization status\*
- Client eligibility and benefit plan information
- Client managed care enrollment
- Client third-party liability (other coverage)
- Client copayment responsibility\*

\* PA status not currently available through EDI. Client copayment responsibility will be available through the Web portal in early 2011.

## Attend a free training session

Sign up today for free classroom or Web-based training on Web portal functions. Sessions are held weekly and registration is easy. For more information, go to the OHP Training page at [www.oregon.gov/DHS/healthplan/tools\\_prov/training.shtml](http://www.oregon.gov/DHS/healthplan/tools_prov/training.shtml).

## Other helpful tips

If you identify an error or unexpected denial on your paper Remittance Advice or 835 transaction from DHS, research the problem from your end before calling Provider Services. Many of the calls DMAP receives about denied claims can be resolved in your billing office. Check for:

- Coding errors (modifiers, place of service code, procedure code)
- Whether you have billed other insurance first
- Whether you have billed using the correct claim form and/or provider number

For other common billing errors and how to resolve them, go to the DMAP Billing Tips page at [www.oregon.gov/DHS/healthplan/tools\\_prov/tips/main.shtml](http://www.oregon.gov/DHS/healthplan/tools_prov/tips/main.shtml).

## When to call Provider Services

Providers may call or e-mail Provider Services for fee-for-service billing issues that require one-on-one assistance or more detailed research. Providers can continue to call Provider Services for PIN and password resets for the Provider Web Portal and Automated Voice Response.

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## Questions?

- **About Provider Web Portal training:** E-mail DMAP Provider Training at [dmap.provtrng@state.or.us](mailto:dmap.provtrng@state.or.us).
- **About Electronic Data Interchange:** E-mail DHS EDI Support Services at [dhs.edisupport@state.or.us](mailto:dhs.edisupport@state.or.us).
- **About this announcement:** E-mail [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us). Please allow 1-2 business days for response.

## Staff Phone Script

Feb. 1 changes to PSU Phone Services

Provider Services is losing several call center positions due to the current budget shortfall. We want to make sure that we have staff available to help providers with the issues that need one-on-one help.

Because of this, Provider Services will no longer answer basic client eligibility and claim status questions starting Feb. 1, 2011. PSU will tell providers to use the Provider Web Portal, Electronic Data Interchange or Automated Voice Response for this information.

This will allow staff more time for calls that require special help, such as complex claims/billing issues, PIN/ password resets, and other issues that can't be resolved by using the Web Portal, EDI, or AVR.

Please take the time to review the following questions and answers to prepare to take calls about this change.

### I need to (verify client eligibility or get claim status).

I can answer that question today, but starting Feb. 1, Provider Services will no longer answer questions about client eligibility and claim status. You will need to get that information using the Provider Web Portal, Automated Voice Response, or Electronic Data Interchange. *(Helps with question)*

Do you know how to use the Provider Web Portal or Automated Voice Response for this information?

<b>If no:</b>	<p>DMAP offers free classroom and Web-based training on how to use the Provider Web Portal. I can send you a link to the training Web page and you can sign up for the training that best meets your needs or I can sign you up for a session now.</p> <ul style="list-style-type: none"> <li>• Click here to sign up for <a href="#">Web portal basics</a></li> <li>• Click here to sign up for <a href="#">Web portal eligibility and HSC list</a></li> <li>• Click here to sign up for <a href="#">Web portal PA and Plan of Care</a></li> <li>• Click here to sign up for <a href="#">Web portal claims</a></li> <li>• Click here for link to the <a href="#">OHP Training page</a> for providers to sign up themselves</li> </ul> <p>You can also learn how to use these functions by reviewing the handbooks and self-help tutorials posted on our Web site. I can send you that link: <a href="http://www.oregon.gov/DHS/healthplan/webportal.shtml">http://www.oregon.gov/DHS/healthplan/webportal.shtml</a>.</p>
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<b>If yes:</b>	I'm glad to hear that. Remember that PINs expire every 90 days; if you haven't logged into the Web portal within the past 90 days, you will either be prompted to enter a new password at your next login, or you will need to get your PIN reset. Make sure to call us if you need a new PIN or password reset.
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### **I don't have access to AVR or the Provider Web Portal. What can I do?**

AVR – Everyone with a touchtone phone has access. It is a secure line, so get your PIN number from your office manager or system administrator.

- AVR phone number is toll-free (866-692-3864). You just need your provider location's DHS provider number or National Provider Identifier and the 4-digit PIN set up by your office manager or system administrator.
- If you are the manager/administrator and you lost or forgot your PIN, we can help you. (*Issue new PIN*) You will receive your new PIN letter in 3-4 business days.
- PINs expire every 90 days; if you haven't logged into AVR within the past 90 days, you will either be prompted to enter a new password or you will need to get your PIN reset.

Provider Web Portal is available for anyone with an Internet connection. The manager/administrator gives staff a username and password for access to the specific Web portal functions at <https://www.or-medicaid.gov>.