

Rick Howard, Manager,
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Number: OMAP-IM-04-031

Authorized Signature

Issue Date: 04/22/04

Topic: Medical Benefits

Subject: Claims Processing Issues

Applies to (check all that apply):

- All DHS Employees
- Area Agencies on Aging
- Children, Adults and Families
- County DD Program Managers
- County Mental Health Directors
- Health Services
- Seniors and People with Disabilities
- Other (please specify): DHS staff and others identified on the SPD, CAF, OMHAS and OMAP transmittal lists

Message: OMAP is mailing the following notices to affected providers the week of 4/26/04. The notices address claims processing issues and remedies.

If you have any questions about this information, contact:

Contact(s):	Alice Labansky		
Phone:	(503) 945-5804		
E-mail:	Alice.M.Labansky@state.or.us	Fax:	

Notice mailed to Hospitals



Mass Claims Adjustment Available

As most of you are aware, copay errors have occurred on outpatient hospital claims billed with revenue codes 360 and 450 for claims submitted from 2/03 through 10/03. These errors occurred on services provided to clients on the OHP Standard Benefit Package.

OMAP has the system capability of mass adjusting these claims. If you would like to request a mass adjustment for the error described above, contact the Provider Services Unit at 1-800-336-6016 and request the mass adjustment process.



Notice mailed to affected providers



System Error Identified and Corrected

An error occurred on the March 5, 2004 production cycle causing multiple copays to be deducted on some claims. Your March 5, 2004 Remittance Advice reflected these errors. OMAP is currently in the process of adjusting these claims. *No action is required on your part.*

Please contact the OMAP Provider Services Unit at 1-800-336-6016 if you have questions regarding this matter.

