

**Health Services
Office of Medical Assistance Programs**

Rick Howard, Manager
OMAP Health Financing Operations

Number: OMAP-IM-04-121
Issue Date: 10/18/04

Authorized Signature

Topic: Medical Benefits

Subject: Letter to providers regarding Medicare cross-over claims issue

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, OMHAS and OMAP transmittal lists |

Message: OMAP is sending the attached letter to Durable Medical Equipment and Medical Transportation Services providers advising them of a problem and resolution around electronic claims processing for Medicare cross-over claims.

If you have any questions about this information, contact:

Contact(s):	OMAP Provider Services Unit		
Phone:	1-800-336-6016	Fax:	
E-mail:			



Oregon

Theodore R. Kulongoski, Governor

Department of Human Services

Health Services

Office of Medical Assistance Programs

500 Summer Street NE, E44

Salem, OR 97301-1079

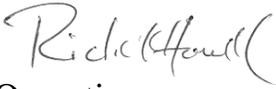
Voice (503) 945-5772

FAX (503) 373-7689

TTY (503) 378-6791

October 18, 2004

To: OMAP Durable Medical Equipment and
Medical Transportation Providers

From: Rick Howard, Manager 
OMAP Health Financing Operations

Subject: Reprocessing of CIGNA cross-over claims



OMAP has become aware of a problem with our processing of certain claims for Durable Medical Equipment (DME) and Medical Transportation services. These electronic claims, dating back to March 2004, were received from CIGNA, an intermediary for Medicare cross-over claims, but were misrouted within DHS. Consequently, the claims were never sent to the Electronic Processing Center for adjudication.

OMAP has begun processing these claims. We anticipate all previous claims will be adjudicated within the next three weeks. As we process the claims you will receive a Remittance Advice with an Explanation of Benefits (EOB) advising you of the claim disposition. Providers who have submitted paper claims for the same services may have already received payment in which case the EOB will show a duplicate claim was already paid.

We have notified CIGNA to send future claims directly to the Electronic Processing Center.

We regret any inconvenience this has caused and thank you for your patience.

If you have any questions, please contact OMAP Provider Services at 1-800-336-6016.

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