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Authorized Signature

Number: OMAP-IM-05-015

Issue Date: 2-14-05

Topic: Medical Benefits

Subject: ***First Pass:***

- Provider Announcement
- Web page
- Reminder of email address

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): <u>DHS staff and others identified on the SPD, CAF, OMHAS and OMAP transmittal</u> |

Message: In October 2004, HFO began implementing a new initiative called ***First Pass***. The ***First Pass*** goal is to process claims accurately, in a timely manner, upon their first submission.

Provider Announcement - We are sending the following provider announcement to all providers, informing them of First Pass. The announcement lists process improvements we've already made and gives information about upcoming trainings and communications.

First Pass Web page - <http://www.dhs.state.or.us/healthplan/first-pass/main.html>

We have added a page to the DHS Web site with information about ***First Pass***. The Web page contains links to billing instructions and tips, upcoming provider trainings, lists of future tasks and past successes, a section on Electronic Data Interchange (EDI), and a Frequently Asked Questions section. We will also add ***First Pass*** provider communications to the Web page.

First Pass email address - fpassomap@state.or.us

You can support this important initiative by sharing your comments and suggestions with us. You're in the best position to identify ways to streamline our processes and we want to hear from you. Please email your questions, concerns, or suggestions to the HFO Business Process Analysis Unit (BPAU) at the above address.

If you have any questions about this information, contact:

Contact(s):	Cathy Holmes, Workflow Analyst, HFO	
Phone:	(503) 947-5329	
E-mail:	ccholmes@dhs.state.or.us	Fax:



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
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TTY - (503) 378-6791

February 14, 2005

To: Medical Assistance Providers
From: Barney Speight, Administrator
Office of Medical Assistance Programs, DHS



Introducing: *First Pass*

An OMAP initiative designed to process claims
timely and accurately on the first submission

First Pass is a series of actions designed to ensure Medicaid claims are processed accurately and timely. Under **First Pass**, we are analyzing our current procedures to find ways to improve our service and streamline processes. We're taking a critical look at how we enroll and train new providers, our customer service, the instructional materials and other information we provide, and other factors that impact claims processing and payment. Some of the changes we've already made as a result of **First Pass** include:

- **Screening critical fields on the CMS-1500** - We now screen paper claims containing fewer than seven lines before entering them into our system. Screening and returning incomplete claims "up front" gives you an opportunity to correct and resubmit your claims earlier. *We've reduced our paper claims backlog by 14% since implementing this change.* We will soon be expanding this practice to include screening of all claim forms.
- **Electronic Funds Transfer (direct deposit)** - In October 2004, we introduced this cost-effective process to many providers submitting claims in the HIPAA Electronic Data Interchange (EDI) format. We look forward to expanding this option to all electronic submitters; stay tuned for more details.

Changes to come include:

- **Provider Training** - We're designing a new series of trainings for provider staff called OHP Billing FUN-damentals. The trainings, scheduled to begin in May, will cover basic information, such as how to read a Medical ID, and navigating through our system. It will also include a panel of subject experts to answer your questions.

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- **First Pass Web page** - <http://www.dhs.state.or.us/healthplan/first-pass/main.html>
We have added a page to the DHS Web site with information about **First Pass** so you can easily find information on billing instructions and tips, upcoming provider trainings, announcements and updates.

Electronic Data Interchange (EDI) - the simple solution

It's a fact - electronic claims are processed faster than paper claims and with less "room for error". Claims billed electronically are usually processed in five days and without the risk of data entry error. Throughout the **First Pass** initiative, we will continue to encourage those of you who file paper claims to switch to electronic billing. We are developing an outreach program that will give you information and resources to help you make the transition to electronic billing.

Communication is critical

As we continue our analysis and create efficiencies, we will keep you informed of our progress and changes that affect you. To do this, we are creating the following communication tools:

- **First Pass-Flash!** - timely bulletins updating you on changes we've made and giving you important actions you can take to ensure prompt and accurate payment.
- **First Pass Connections** - a quarterly newsletter with *detailed* information about process changes including billing tips, common billing errors, a Questions and Answer section, and other relevant information.

In addition to keeping you informed, we want to hear from you. Please send us your questions, thoughts, or suggestions about **First Pass** by email: fpassomap@state.or.us. There is also a link to this email address on the **First Pass** Web page:

<http://www.dhs.state.or.us/healthplan/first-pass/main.html>

I greatly appreciate your participation and support of **First Pass**. Our combined efforts will increase efficiency and meet our goal of processing and paying your claims on their "first pass".