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Authorized Signature

Number: OMAP-IM-05-068

Issue Date: 05/16/2005

Topic: Medical Benefits

Subject: Provider Communications Process - OMAP shifts to an exclusive Web-based process and discontinues most provider mailings on 7/1/05

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

Message: On July 1, 2005, OMAP will discontinue mailing most of the “mass” provider announcements and materials that the Communications and Training Unit currently prints and mails.

We are mailing the following announcement to providers on May 16, informing them of this change.

We currently post this type of material on the OMAP Web page and, providers can view and download it from there. We also are encouraging providers to subscribe to the DHS email notification service, eSubscribe. This service emails subscribers whenever the content of any of the Web pages they’ve subscribed to has changed.

Through 2005, we will continue mailing announcements informing providers when we have amended our administrative rules. We will discontinue this practice on January 1, 2006.

If you have any questions about this information, contact:

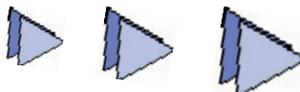
Contact(s):	Kathy Mickenham, Communications and Training, OMAP	
Phone:	(503) 945-6507	
E-mail:	k.mickenham@dhs.state.or.us	Fax:

Important Announcement

- ① **On 7/1/2005 OMAP Will Discontinue Printing and Mailing Provider Information**
 - ② **Sign Up Today for eSubscribe**
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Since 1997, the Office of Medical Assistance Programs (OMAP) has maintained a Web page that contains important information, including:

- recent client and provider notices
- a link to the Prioritized List of Health Services and Index
- managed care plan information
- administrative rules, fee schedules and reports
- links to other Web sites, and
- a complete “Tools for Providers” section with OMAP provider rulebooks and informational materials.



7/1/05 - OMAP Moves to an Exclusive Electronic Communications Format

Effective, July 1, 2005, we will no longer mail *most* provider materials. This change in our communications policy is driven by several factors:

- all of the materials that we currently print and mail to providers are available on our Web page.
- we are actively seeking ways to reduce administrative costs (including paper, printing, and postage).
- we are complying with a department-wide communications strategy.

The exception to this policy change is the provider mailing announcing changes to administrative rules. This type of announcement will continue to be printed and mailed through the end of the year.

The discontinuation of provider mailings also does not apply to Notices of Proposed Rulemaking.

Advantages of Electronic Communications Include:

- *reduced administrative costs to the state* – in the first quarter of 2005, OMAP spent approximately \$30,000 to print and mail materials to all or part of our provider population.
- *improved access to our materials* – we often hear that our mailed material was not received by a provider’s office, or received, but routed incorrectly.
- *faster communication* – no more “snail mail.” You can read about policy changes and provider announcements as soon as we post them on our Web page. *Subscribe to our email notification service, **eSubscribe**, and you will be notified by email when the content changes on one of our Web pages.*
- *links to related information* – we include “live” links in our documents so you can easily access referenced materials.

Sign Up Today for eSubscribe and be Notified of Web Postings

If you enroll in our subscription service, **eSubscribe**, you will be notified by email whenever the content changes on our Web pages. It's easy and free. Just click on the envelope icon on one of our pages, or on the "eSubscribe" button on the DHS home page: <http://www.oregon.gov/DHS/index.shtml>

Questions?

If you have any questions about this announcement, contact the OMAP Provider Relations Unit at 1-800-336-6016.