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 DMAP Operations

Authorized Signature
Number: DMAP-IM-08-097

Issue Date: 08/08/2008

Topic: Medical Benefits

Subject: Provider announcement: Eligibility Verification Updates

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 |

Message:

DMAP will send the following letter in outgoing remittance advices to all providers the weeks of 8/11 and 8/18. This letter:

- Reminds them that DMAP's contracts with Electronic Eligibility Verification Services (EEVS) vendors end 8/31/08, and
- Explains future changes to the 270/271 Electronic Data Interchange (EDI) transaction (Eligibility Benefits Inquiry and Response) that provides eligibility information to DMAP providers.

If you have any questions about this information, contact:

For EEVS questions:	Raeann Reese, DMAP Operations		
Phone:	503-947-5514	Fax:	503-947-5359
E-mail:	raeann.reese@state.or.us		

For EDI questions:	DHS EDI Support Services		
Phone:	888-690-9888	Fax:	503-947-5359
E-mail:	dhs.edisupport@state.or.us		

Electronic Eligibility Verification Services (EEVS) contracts end 8/31/08

DMAP's contracts with EEVS vendors end August 31, 2008. If you currently use an EEVS vendor to verify eligibility for OHP clients, those services may end or change after August 31.

- **If your vendor chooses to continue service after August 31:** Ask how those services will be changing.
- **If your vendor chooses to end service after August 31:** Make sure you are able to use one of DMAP's other eligibility verification options.

Future changes to the 271 Electronic Data Interchange (EDI) eligibility response

If you currently receive eligibility verification services through a clearinghouse, billing service, or by directly receiving the EDI 271 (Health Care Eligibility Benefit Response) transaction from DHS, you will see a change in the level of information you receive from the 271 transaction when the replacement MMIS goes live.

- The 271 transaction will no longer contain copayment, benefit package, or plan-specific enrollment information. If a client has any third-party resources (TPR), the 271 will indicate that TPR exists, but not what the specific resources are.
- After the replacement MMIS goes live, make sure that you obtain enrollment, TPR, copayment, and benefit package information through one of DMAP's other eligibility verification options.

Learn more about your eligibility verification options

Go to DMAP's Eligibility Verification Web page at www.oregon.gov/DHS/healthplan/tools_prov/electronverify.shtml. This page now shows the current and future eligibility verification options that will be available to providers.

Make sure to attend statewide MMIS implementation training!

The training provides information about how to make sure you are ready to use the new Provider Web Portal and Automated Voice Response (AVR) eligibility verification systems when the replacement MMIS goes live.

You can also review the information on the MMIS Provider Resources Web site at www.oregon.gov/DHS/mmis (click on "Fee-for-service training material").

Questions?

- ☎ **For questions about EEVS and future eligibility verification options:** Contact DMAP Provider Services at 800-336-6016 or dmap.providerservices@state.or.us.
- ☎ **For questions about the EDI 271 transaction:** Contact DHS EDI Support Services at 888-690-9888 or dhs.edisupport@state.or.us.

