

Alice LaBansky, DMAP Operations Manager

Authorized Signature

Number: DMAP-IM-08-181

Issue Date: 11/24/2008

Topic: Medical Benefits

Subject: Provider announcements: PINs for the Provider Web Portal and the AVR

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:

The following announcements will be mailed directly to providers, informing them about the personal identification numbers (PINs) they will be receiving for the new Provider Web Portal and Automated Voice Response (AVR).

On November 25, DHS will mail out the PINs for both the AVR and the Web Portal. Each provider will receive a PIN for the AVR; however, not all providers will receive a PIN for the Web Portal. As part of the new Medicaid Management Information System (MMIS), some providers have been grouped together. Only one provider per group, called a “base provider,” will receive a PIN for the Web portal. That “base provider” will be responsible for setting up the Web portal account and then granting access to all of the other providers in her or his group.

The first letter will be mailed to the 1,385 “base providers” who have been grouped with other providers. The letter gives them a list of the other providers in their group and informs them of their responsibilities.

The second letter will be mailed to the 3,318 providers who have been grouped, but are not the “base provider.” The letter gives them the name of their “base provider”.

The third letter will be mailed to the 3,645 “encounter only” providers who serve OHP clients solely through a managed care plan. This letter informs them that they will have access to the Web portal and AVR and gives them their Medicaid number, which they will need to use these services.

If you have any questions about this information, contact:

Contact(s):	Provider Services
Phone:	800-336-6016



Oregon

Theodore R. Kulongoski, Governor

Department of Human Services
Division of Medical Assistance Programs
500 Summer Street NE, E35
Salem, OR 97301-1079

Voice (503) 945-5772

FAX (503) 373-7689

TTY (503) 378-6791

November 19, 2008

Provider
Mailing Address
City, State ZIP



URGENT INFORMATION

Re: New business practice for verifying OHP client eligibility

On December 9, the Department of Human Services (DHS) will activate the new Medicaid Management Information System (MMIS). To continue serving Oregon Health Plan (OHP) clients, it is critical that your office be prepared to access DHS' new Provider Web Portal or Automated Voice Response (AVR). You will need to use these services to verify client eligibility.

You are responsible for assigning access to the Provider Web Portal

You will need a personal identification number (PIN) to set up an account for the Provider Web Portal. Some providers have been grouped together, with only one provider in the group receiving a PIN for the Web portal. You are receiving this letter because DHS has determined **you are the base provider for your group.**

This means you will be responsible for granting access to the following providers:

<u>Medicaid #</u>	<u>Name</u>	<u>Address</u>
100667139A	GRACE COMMUNITY PHYSICAL THERAPY	3592 PARK AVE
100667139B	GRACE COMMUNITY PHYSICAL THERAPY	3592 PARK AVE
100667139C	GRACE COMMUNITY PHYSICAL THERAPY	3592 PARK AVE
100667139D	GRACE COMMUNITY PHYSICAL THERAPY	3593 MAIN ST
100667139E	GRACE COMMUNITY PHYSICAL THERAPY	3595 NE 1 ST ST
100667139F	GRACE COMMUNITY PHYSICAL THERAPY	3597 MAIN ST
100667139G	GRACE COMMUNITY PHYSICAL THERAPY	3599 NE 1 ST ST
100667139H	GRACE COMMUNITY PHYSICAL THERAPY	3604 PARK AVE
100667139I	GRACE COMMUNITY PHYSICAL THERAPY	PO BOX 3606
100667139J	GRACE COMMUNITY PHYSICAL THERAPY	3608 PARK AVE
100667139K	GRACE COMMUNITY PHYSICAL THERAPY	3601 MAIN ST

Look for the yellow envelope

By December 8, you will receive a letter with your PIN for the Provider Web Portal and a letter with your PIN for the AVR. DHS will mail these letters in yellow envelopes marked “IMPORTANT DOCUMENTS ENCLOSED.” **Keep these PINs!** You will need your PIN to set up your Provider Web Portal and AVR accounts.

If you do not receive your PIN letters by December 8, call Provider Services at 800-336-6016 to request new ones.

Setting up your Provider Web Portal Account

Instructions for setting up your Provider Web Portal account will be included with your PIN information. When you set up your account, you will assign access to the other providers in your group. Be sure to give the other providers the “clerk maintenance” ability so they will be able to assign access to their own staff. After you have set up accounts for all the providers in your group, you will need to inform them of their usernames and passwords.

The training manual for setting up a Provider Web Portal Account is available online at www.oregon.gov/healthplan/webportal.shtml.

When to use the Provider Web Portal or AVR

Beginning December 9, you will use the Provider Web Portal or AVR to verify eligibility for OHP clients on each date of service. These services replace the First Health Automated Information System (AIS), which will no longer work for OHP clients.

Questions?

Visit the MMIS Web site at www.oregon.gov/DHS/mmis/index.shtml for more information. If you have any questions, please call DMAP Provider Services at 800-336-6016.





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November 24, 2008

Provider
Mailing Address
City, State ZIP



URGENT INFORMATION

Re: New business practice for verifying OHP client eligibility

On December 9, the Department of Human Services (DHS) will activate the new Medicaid Management Information System (MMIS). To continue serving Oregon Health Plan (OHP) clients, it is critical that your office be prepared to access DHS' new Provider Web Portal or Automated Voice Response (AVR). You will need to use these services to verify client eligibility.

Another provider will assign you access to the Provider Web Portal

Each provider will receive a PIN for the AVR; however, not all providers will receive a PIN for the Web Portal. As part of the new MMIS, some providers have been grouped together. Only one provider per group, called a "base provider," will receive a PIN for the Web portal. That "base provider" will be responsible for setting up the Web portal account and then granting access to all of the other providers in her or his group.

The "base provider" in your group who will be responsible for assigning you access to the Provider Web Portal is listed below:

<u>Medicaid #</u>	<u>Name</u>	<u>Address</u>
100667139A	GRACE COMMUNITY PHYSICAL THERAPY	3592 PARK AVE

On December 9 or after, this provider will assign you a username and a password for the Provider Web Portal. Make sure you have been assigned the "clerk maintenance" ability so you will be able to assign access to your own staff.

The training manual for setting up an account and using the Provider Web Portal is available online at www.oregon.gov/healthplan/webportal.shtml.

Look for the yellow envelope

By December 8, you will receive a letter with your PIN for the AVR. DHS will mail this letter in a yellow envelope marked “IMPORTANT DOCUMENTS ENCLOSED.” **Keep this PIN!** You will need your PIN to set up your AVR account.

If you do not receive your PIN letter by December 8, call Provider Services at 800-336-6016 to request a new one.

When to use the Provider Web Portal or AVR

Beginning December 9, you will use the Provider Web Portal or AVR to verify eligibility for OHP clients on each date of service. These services replace the First Health Automated Information System (AIS), which will no longer work for OHP clients.

Questions?

Visit the MMIS Web site at www.oregon.gov/DHS/mmis/index.shtml for more information. If you have any questions, please call DMAP Provider Services at 800-336-6016.





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TTY (503) 378-6791

November 18, 2008

Provider
Mailing Address
City, State ZIP



Attention Managed Care Plan Providers:

The Department of Human Services (DHS) is making two new services available to health care providers who serve Oregon Health Plan (OHP) clients solely through managed care plans. Beginning December 9, you will be able to access “real time” client eligibility information using one of the following services:

- Provider Web Portal www.or-medicaid.gov
- Automated Voice Response (AVR) 866-692-3864

With useful information, such as other insurance payers and up-to-date eligibility verification, these services will help you facilitate claims to your managed care plans and avoid potential billing complications.

Medicaid numbers

To access the Provider Web Portal and the AVR, you will need your Medicaid number (Provider ID). For your reference, your Medicaid number is:

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Watch for the yellow envelope

You will also need a personal identification number (PIN). By December 8, you will receive a letter with your AVR PIN and/or a separate letter with your Provider Web Portal PIN. DHS will mail these letters in yellow envelopes marked “IMPORTANT DOCUMENTS ENCLOSED.” Follow the directions within the letters to set up your AVR and/or Provider Web Portal accounts.

If you have any questions, please call DMAP Provider Services at 800-336-6016.



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