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DMAP Operations

Authorized Signature

Number: DMAP-IM-08-196

Issue Date: 12/16/2008

Topic: Medical Benefits

Subject: Provider announcements: MMIS Go Live Update

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 announcement regarding the replacement Medicaid Management Information System (MMIS) will be mailed directly to providers by December 18.

The announcement contains updates on the new MMIS since it was activated on December 9.

If you have any questions about this information, contact:

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

MMIS Web page

Find all the information you need to know for the new Medicaid Management Information System (MMIS) in one location at: <http://www.oregon.gov/DHS/healthplan/mmis.shtml>

Check here for updates, quick tips and troubleshooting for the Provider Web Portal, the Automated Voice Response (AVR) and more.

Billing changes

You can find the MMIS billing changes in the updated administrative rules and supplemental information online at: <http://www.dhs.state.or.us/policy/healthplan/guides/main.html>. Specific information is located by provider type. Colored bookmarks indicate changes.

For helpful billing guides, slide shows and instructions, visit:
http://www.oregon.gov/DHS/healthplan/tools_prov/tips/main.shtml

Remittance advices (RAs)

With the new MMIS, RAs are much more comprehensive, which may cause an initial delay in payments after the new MMIS goes live. DHS will make every effort to send payments as soon as possible. Learn more about the new RAs and how to read them at http://www.oregon.gov/DHS/healthplan/tools_prov/read-ra.shtml.

To avoid future delays, **request free Electronic Funds Transfer (EFT)** to have your payments electronically deposited. Download the form and instructions at <http://dhsforms.hr.state.or.us/Forms/Served/OE3077.pdf>. EFT takes two payment cycles to begin. Call Provider Services at 800-336-6016 for assistance.

You can also sign up to **receive your Remittance Advice electronically** if you are registered as an Electronic Data Interchange (EDI) trading partner. Find the registration form and instructions at http://www.oregon.gov/DHS/edi/reg_testing.shtml. Check the box for “835 Health Care Claim Payment/Advice (RA).” If you have questions, contact EDI Support Services at DHS.EDIsupport@state.or.us or call 888-690-9888.

Resubmit Error 420 claims

Claims usually suspended for DMAP review were automatically denied during the last payment cycle (11/28/08) of the old MMIS. On the RAs, the message “Error 420/EOB 998 Resubmit to the new MMIS,” will appear if a suspended claim was denied automatically. You must resubmit these claims for payment consideration in the new MMIS.

Prior Authorization Reminder

Remember to include the new EDMS coversheet (DHS 3970) for each prior authorization (PA) request. Without the new coversheet, response to your PA request will be delayed. This form is available at <http://dhsforms.hr.state.or.us/Forms/Served/DE3970.pdf>. **Each PA request (and any supporting document sent at a later date) must have its own coversheet.**

You can also avoid delays by using the new PA request form (DHS 3971), online at <http://dhsforms.hr.state.or.us/Forms/Served/DE3971.pdf>.

DHS has a new fax line for urgent PA requests. Continue sending routine requests to the original number.

- Routine Requests: 503-378-5814
- Urgent/Immediate Requests: 503-378-3435

Fax **pharmaceutical** PA requests to the new **Oregon Pharmacy Call Center** at 888-346-0178.





CLIENT AND PROVIDER EDUCATION
DIVISION OF MEDICAL ASSISTANCE PROGRAMS
500 SUMMER STREET NE
SALEM OR 97301-1077

TO THE OFFICE MANAGER OF:

More FREE MMIS provider training

DHS is providing this free training to ensure you and your staff know how to use the new MMIS, particularly the Provider Web Portal. In addition to traditional classroom sessions, DHS is also planning Netlink training and teleconference dates.

Netlink is live interactive training via the internet. Two-hour training sessions have been scheduled for January 20, 22, 26 and 29.

The teleconferences will give providers the opportunity to call in and ask questions of the MMIS experts. Teleconferences have been scheduled for January 7, 14, 21 and 28.

For more information and how to register, go to the MMIS Training registration page at <http://www.oregon.gov/DHS/mmis/training/registration.shtml>.

Classroom Training

- January 6, Roseburg
- January 8, Portland
- January 12, Eugene
- January 16, Salem

Lost your PIN? Need to reset your password?

Provider Web Portal

- **PINs:** Call or e-mail your provider name and provider (Medicaid) number to Provider Services. Due to privacy regulations, original PINs must be reissued through the mail. You will receive a letter with your new PIN in three to four days.
- **Passwords:** Once your Provider Web Portal account has been set up, Provider Services can reset your or a staff member's password over the phone during regular business hours.

Automated Voice Response (AVR)

Call Provider Services to reset your AVR PIN over the phone. Provider Services can also give you a PIN for the AVR if you never received one through the mail.

Provider Services

Call: 800-336-6016
Press 4 for resets
*Monday through
Friday, 8 a.m. to 5 p.m.*
E-mail: Team.Provider-ACCESS@state.or.us