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Topic: Medical Benefits

Subject: EDI Bulletin 21: MMIS go-live updates related to Electronic Data Interchange

**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 has posted the following announcement on the [EDI Communications page](#) and [DMAP Provider Announcements pages](#).

- The *EDI Bulletin* is a Web-only update that provides information for EDI trading partners about current issues with EDI, including electronic remittance advices.
- eSubscribes were sent to EDI mailing lists, DMAP provider announcements subscribers, and the [MMIS - What's New feed](#) that is available from the "What's New" link of the Provider Web Portal.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	DHS EDI Support Services
<b>E-mail:</b>	dhs.edisupport@state.or.us

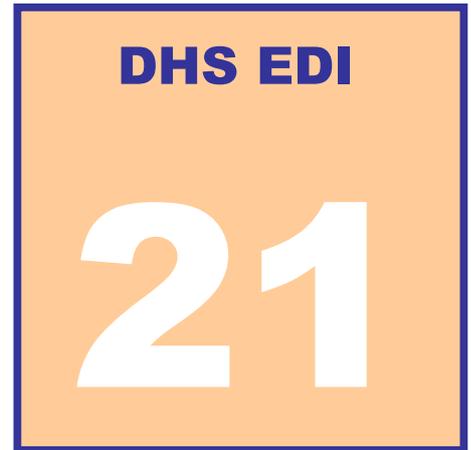


February 2009

## MMIS go-live updates

On December 9, 2008, DHS brought up the replacement Medicaid Management Information System (MMIS).

Since implementation, there have been many successes, but also some processing issues. This bulletin will address issues related to electronic data interchange (EDI).



### Changes to EDI server access

*DHS has a new IP address for our production server.* If you are not finding your mailbox or expected transactions at the previous HIPAA location, call EDI Support Services to get the new IP address and password resets.

*The password logic for the new EDI server cannot contain a number as the first character.* If this is true for your password, contact EDI Support Services to make the necessary changes.

### Correction: EDI testing delays

Because of issues identified for EDI and claims processing, DHS is experiencing delays in testing for both current and new trading partners.

- **Current trading partners:** DHS continues to test all transactions, but you may experience delays in the testing process.
- **New trading partners:** DHS is thrilled to see how many providers are ready to move to EDI, but must resolve implementation issues before moving new trading partners to EDI at this time. However, if you have abandoned your paper billing method and must move forward with EDI, contact EDI Support Services so that they can accommodate your need.

### EDI questions and answers

DHS has posted a Q and A specific to electronic claim submissions that should answer many of your questions.

For more information, go to the EDI home page at [www.oregon.gov/dhs/edi](http://www.oregon.gov/dhs/edi) and click on "EDI Questions and Answers."

## Transaction response reports

Most transactions are processing normally. However, DHS is experiencing technical difficulties with the following transactions. EDI Support Services is working with the system vendor, Electronic Data Systems (EDS) to resolve these problems, beginning with required transactions and resolving the optional transactions in a second-tier approach.

### Required transactions:

<b>271</b>	The 271 is the Eligibility Response transaction. Due to newly-identified compliance problems, this transaction is currently unavailable. DHS will send the 271 transaction once response issues are resolved.
<b>835</b>	The 835 is the Electronic Remittance Advice (ERA). Issues preventing the creation or delivery of some ERAs include out of balance ERAs, invalid adjustment reason codes, and instances where the relationship between the provider and trading partner did not convert correctly into the new system. <ul style="list-style-type: none"><li>As DHS identifies errors, EDS resolves them so that DHS can deliver the 835s. Please contact EDI Support Services if you are not receiving your 835s as expected.</li></ul>

### Optional transactions:

<b>997</b>	DHS sends the 997 to acknowledge receiving your submitted transactions. DHS is currently unable to send 997s on a consistent basis.
<b>TA1</b>	DHS sends the TA1 when your transactions cannot be accepted. Many trading partners are receiving TA1 transactions that do not clearly indicate the reason for non-acceptance. <ul style="list-style-type: none"><li>Due to a setup issue with the new EDI translator, valid transactions may receive the TA1 with an Interchange Note Code (error code) equal to 024. If you receive a TA1 with this error code, contact EDI Support Services.</li></ul>

## New system edit

One new system enhancement is a claims edit (*Edit 9013/1804: Provider and submitter mismatched*) that indicates whether a provider is registered as a trading partner also or with the trading partner who submits the claims transaction on their behalf.

This new edit does not affect claims processing. However, it will appear on your remittance advice.

## **Reset your password**

EDI passwords expire every 90 days, so please reset them before they expire. DHS will not send any reminders when your password is about to expire. Make sure your password does not begin with a number.

## **Need help?**

As EDI Support Services works to resolve upgrade issues, you may continue to experience delayed response times. Thank you for your patience as EDI staff work to answer your e-mails and telephone calls in a timely fashion.

- If you need technical assistance, contact EDI Support Services at 888-690-9888 or e-mail [dhs.edisupport@state.or.us](mailto:dhs.edisupport@state.or.us).
- If you have questions about specific claims, contact Provider Services at 800-336-6016 or e-mail [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us).
- If you need help with the new Provider Web Portal, including PIN and password resets, contact Provider Services at 800-336-6016 or [team.provider-access@state.or.us](mailto:team.provider-access@state.or.us).

## **Stay informed with eSubscribe**

For current EDI system status, make sure to [eSubscribe to EDI System Alerts](#). You will get an e-mail notification whenever important updates happen.