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DMAP Operations

Authorized Signature

Number: DMAP- IM-10-099

Issue Date: 08/25/2010

Topic: Medical Benefits

Subject: Provider announcement: Changes in claim processing this weekend

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"/> Seniors and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

DMAP will post the following letter to the [OHP Provider Announcements](#) page and distribute via eSubscribe and a Provider Web Portal global message.

The letter explains when pharmacy point of sale will be unavailable this weekend, and also explains that the cutoff for this weekend's financial cycle is moving up one day to 10 p.m. Thursday.

The pharmacy point of sale (POS) downtime will be within the timeframes described in the letter. This means that POS may be available a little after the start times and a little before the end times described.

If you have any questions about this information, contact:

Contact(s):	Rich Krummel, Business Support Unit Assistant Manager		
Phone:	503-945-6085	Fax:	503-947-5359
E-mail:	richard.krummel@state.or.us		

Attention – All providers **Changes to claim processing this weekend**

This weekend, DHS will perform required system maintenance that:

- Moves the weekly claim processing cycle up one day, which affects any providers intending to submit claims for this weekend's cycle; and
- Requires some point of sale system downtime that affects pharmacies.

Submit claims before 10 p.m. Thursday for weekend processing

This week, the cutoff for accepting claims into the weekly claims cycle will be a day earlier.

- The system must receive your claims by 10 p.m. Thursday, Aug. 26 in order to process them in this weekend's cycle.
- Claims submitted after 10 p.m. Thursday will process the weekend of Sep. 3.

Limited pharmacy point of sale availability

This weekend, you can expect real-time claim processing through point of sale to be unavailable during the following times:

- 1 a.m. until 8 a.m. on Saturday, Aug. 28
- 10 p.m. on Saturday, Aug. 28 until 2 a.m. on Sunday, Aug. 29
- 10 p.m. on Sunday, Aug. 29 until 2 a.m. on Monday, Aug. 30

We regret any inconvenience this may cause, and appreciate your patience as we continue to make system improvements.

Thank you for your continued support of the Oregon Health Plan.

Questions?

- **About this announcement** – Contact Provider Services Unit at 1-800-336-6016 or e-mail dmap.provider-services@state.or.us. They are available Monday through Thursday, 8:30 a.m. to 4:30 p.m. and Fridays 10 a.m. to 4:30 p.m.
- **About fee-for-service pharmacy point of sale** – Call the Oregon Pharmacy Call Center at 888-202-2126 (available 24 hours a day, 7 days a week).