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DMAP Operations

**Authorized Signature**

**Number:** DMAP- IM-10-140

**Issue Date:** 11/18/2010

**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 claim processing changes and Web claim availability this weekend. This change is so that Hewlett-Packard can reprocess 163 previously-denied claims as described in [DMAP IM Transmittal 10-133](#).

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

<b>Contact(s):</b>	Rich Krummel, Business Support Unit Assistant Manager		
<b>Phone:</b>	503-945-6085	<b>Fax:</b>	503-947-5359
<b>E-mail:</b>	<a href="mailto:richard.krummel@state.or.us">richard.krummel@state.or.us</a>		

## ***Non-pharmacy providers*** **Changes to claim processing this weekend**

This weekend, DHS will perform required system maintenance that:

- Prevents Web portal review of electronic data interchange (EDI) and paper claims submitted after 5 p.m. on Friday, Nov. 19, and
- Requires downtime for Web portal claim, adjustments and void functions.

These changes do not affect pharmacy point of sale processing.

### **Changes to weekend processing**

- To process claims in the usual weekend claim cycle, the system must receive your claims by 5 p.m. Friday, Nov. 19.
- Claims received after 5 p.m. Friday will process the weekend of Nov. 27.
- If you submit EDI or paper claims after 5 p.m. Friday, you will not be able to view their status in the Provider Web Portal until Monday, Nov. 22.

### **Provider Web Portal downtime for claim functions**

This weekend, you can expect the Provider Web Portal Claim Submit, Adjust, and Void functions to be unavailable during the following times:

- 12:00 a.m. on Saturday, Nov. 20 until 12:00 a.m. Sunday, Nov. 21
- If you try to submit, adjust, or void claims on the Web portal during this time, you will get an error message.
- All other Web portal functions will remain available during this time.

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.

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### **Questions?**

**About this announcement** – Contact Provider Services Unit at 1-800-336-6016 or e-mail [dmap.providerservices@state.or.us](mailto:dmap.providerservices@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.