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DMAP Operations Section

**Number:** DMAP-IM-12-022

**Authorized Signature**

**Issue Date:** 03/02/2012

**Topic:** Medical Benefits

**Subject:** Provider announcement: Less than 30 days left for 5010 compliance

**Applies to:**

- |  |   |
|--|---|
| <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 and OHA 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 reminder to the [OHP Provider Announcements](#) page and send via to the OHP Provider Announcements and DMAP Provider Guidelines eSubscribe lists.

- For providers who did not complete 5010 registration by Mar. 1, it tells them how to complete registration so that they can continue exchanging 4010 transactions as needed this month.
- For all providers, it explains that exchange of 4010 transactions will end Friday, Mar. 30. Providers do not successfully complete 5010 business to business testing by this date will need to use non-EDI formats (like Provider Web Portal, Automated Voice Response or paper) to exchange information until they complete 5010 testing with DMAP.

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

<b>Contact(s):</b>	EDI Support Services
<b>E-mail:</b>	<a href="mailto:dhs.edisupport@state.or.us">dhs.edisupport@state.or.us</a>

# Fee-for-service providers

## Complete 5010 registration and testing this month to gain 5010 mailbox access

Starting Thursday, Mar. 1, DMAP is ending 4010 mailbox access for trading partners who have not completed 5010 registration with DMAP.

### Still need 4010 mailbox access? Complete 5010 registration as soon as possible

If you lose 4010 mailbox access and need it back, send us the following information:

- **A completed DMAP 2084** ([Oregon Medicaid 4010 Request Form](#)) that lists all transactions you need to exchange in 4010 format;
- **A completed DMAP 2083** ([Exhibit C - EDI Registration Change Form](#)) to register for the 5010 versions of the transactions you currently exchange with DMAP; and
- **Additional forms** if your EDI submitter or other information (*e.g.*, Oregon Medicaid ID) has changed.

### Once we receive all required forms:

- **We will invite the Technical Contact listed in Section 6 of your completed DMAP 2083 to begin third-party testing for each registered 5010 transaction.** Please make sure the e-mail address listed for this contact is for an individual, not a group.
- **We will restore 4010 mailbox access** for the remainder of the CMS discretionary enforcement period that ends Mar. 31, 2012.

### DMAP will no longer exchange information through 4010 mailboxes after Friday, Mar. 30

This means that you or your authorized EDI submitter will need to successfully complete 5010 testing with us by Mar. 30, 2012, in order for you to continue to exchange transactions with us after this date.

If you use practice management software, a clearinghouse, or a billing service, please share this information with your service representative and ask if they have completed 5010 testing with DMAP.

## Less than 30 days left for 5010 compliance

### To regain 4010 access:

- Complete 5010 registration
- Begin third-party testing

### Mar. 30, 2012

- Complete 5010 business-to-business testing
- Last day to exchange in 4010

### Mar. 31, 2012

- Exchange 5010 transactions only
- Last day of 4010 mailbox access

Learn more at

[www.oregon.gov/OHA/edi/5010.shtml](http://www.oregon.gov/OHA/edi/5010.shtml)

## What to do if you do not complete 5010 testing this month

If you or your authorized EDI submitter does not complete 5010 testing with us by Mar. 30, you will need to exchange information using the Provider Web Portal at <https://www.or-medicaid.gov>, Automated Voice Response (AVR) at 1-866-692-3864, or paper until testing is completed.

<b>If 5010 testing is not completed for:</b>	<b>Starting Mar. 31, you will need to use:</b>
837 - Claims	Provider Web Portal - Claim Submit role; or Commercially available paper claims
270/271 - Eligibility verification	Provider Web Portal - Eligibility Inquiry role; or Automated Voice Response - Eligibility Inquiry (Option 1)
276/277 - Claim status	Provider Web Portal - Claim Inquiry role; or Automated Voice Response - Claims Inquiry (Option 2) - For first 6 claim detail lines only
835 - Electronic remittance advice	Paper remittance advice - If you do not currently receive the paper RA but want to, contact DMAP Provider Services.

## Make sure you can use your Provider Web Portal and AVR accounts if needed

The PIN letters for these accounts contain your PIN and tell you how to set up your accounts. If you have had your PIN letters for more than 6 months, and have not activated your account, contact DMAP Provider Services to request a new PIN letter. Allow 2 weeks for delivery.

For links to quick references, training, handbooks and other resources, go to the Provider Web Portal section of the [OHP Tools for Providers page](#). For AVR information, review DMAP's [AVR User Guide](#).

## Questions?

- **If you have questions about 5010 registration and testing with DMAP**, contact EDI Support Services at [dhs.edisupport@state.or.us](mailto:dhs.edisupport@state.or.us) or call 1-888-690-9888.
- **If you have questions about Provider Web Portal, Automated Voice Response, or the paper remittance advice**, contact the Provider Services Unit at [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us) or call 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:30 p.m. and Friday 10 a.m. to 4:30 p.m. (phone lines closed 11:25 a.m. to 12:30 p.m. daily).

### Help us improve future announcements:

[Click here](#) to answer six survey questions about this provider announcement.



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