

Donald Ross, Manager  
DMAP Policy and Planning Section

**Number:** DMAP-IM-12-041

**Authorized Signature**

**Issue Date:** 06/01/2012

**Topic:** Medical Benefits

**Subject:** **Pharmacy announcement:** Request to verify processing of Mar. to Aug. 2011 pharmacy claims submitted to DMAP

**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 mail the following letter to 82 pharmacies, and send a follow-up e-mail for pharmacies with e-mail addresses on file.

It asks them to let DMAP know by June 29 whether any of their March and August 2011 point of sale claims did not report on their remittance advice as expected.

The issue that caused the March-August 2011 claim discrepancies was resolved in January 2012, and this letter is to verify that all potentially affected pharmacies review their claims for this time period so that DMAP can follow up with pharmacies appropriately.

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

<b>Contact(s):</b>	DMAP Pharmacy Program
<b>E-mail:</b>	<a href="mailto:dmap.rxquestions@state.or.us">dmap.rxquestions@state.or.us</a>



**Date:** June 1, 2012

«AddressBlock»

**To:** Pharmacies

**From:** Don Ross, Manager  
Policy and Planning Section, DMAP

**NPI:** «NPI»

*(additional NPIs on reverse, if applicable)*

**Subject:** Potential discrepancies with March-August 2011 point of sale claims submitted to DMAP

Recently, some pharmacies reported that certain fee-for-service claims submitted point of sale (POS) from **Mar. 1, 2011 to Aug. 31, 2011** were not paid as expected, even though their POS system reported that the claims had been received and processed by DMAP.

Thankfully, we have worked successfully with these pharmacies to process their claims and provide payment to correct this problem. We believe that your pharmacy may also have unpaid claims for this time period, and want to make sure your claims get processed and paid appropriately.

### What you should do

Please contact us by Friday, June 29, 2012, if:

- Your pharmacy submitted any claims in March-August 2011 that **did not** report on your 835 Electronic Remittance Advice, Provider Web Portal claim search, or paper remittance advice from DMAP; or
- If you are not sure who would answer these questions for your pharmacy. Then we can explore finding a different contact to confirm this message has reached everyone and our inquiry is understood.

You can e-mail us at [dmap.rxquestions@state.or.us](mailto:dmap.rxquestions@state.or.us). If we do not hear from you by June 29, we will conclude that you had no outstanding unpaid claims for the March-August 2011 time period.

### Thank you for your support

Thank you for your continued support of the Oregon Health Plan and the services you provide to our clients. We regret any inconvenience this may cause, and appreciate your patience as we continue our research.

### Questions?

If you have any questions about this announcement, contact the DMAP Pharmacy Program at [dmap.rxquestions@state.or.us](mailto:dmap.rxquestions@state.or.us).