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DMAP Operations Section

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Authorized Signature

Issue Date: 01/17/2013

Topic: Medical Benefits

Subject: Provider announcement: January 2013 "Provider Matters"

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"/> Aging 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 APD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

DMAP will post the following [OHP Provider Announcement](#) and send it as an e-mail bulletin to subscribers of OHP Provider Announcements, OHP Plan Announcements, OHP Tools for Providers, EDI Updates and MMIS-What's New eSubscribe lists.

"Provider Matters" is a monthly provider newsletter. This month's issue includes Medicaid EHR incentive program deadlines, and information about physician-administered drug billing, provider enrollment updates, upcoming state office closures on Jan. 18 and Jan. 21, and held faxes/potential paper claim processing delays for Friday, Jan. 25.

If you have any questions about this information, contact:

Contact(s):	DMAP Client and Provider Education
E-mail:	dmap.distribution@state.or.us

Provider Matters – January 2013

Monthly updates about claim processing, policy and resources for Oregon Medicaid providers

In this issue:

Health System Transformation

[Reminder – 2012 EHR incentive deadlines coming in March 2013](#)

Other provider updates

[Billing for hydroxyprogesterone caproate](#)

[Submit provider updates on Provider Web Portal or current DMAP 3035 form](#)

[Paperless faxes for prior authorizations and provider enrollment also require the EDMS Coversheet](#)

[Office closures for DMAP and other state offices on Friday, Jan. 18 and Monday, Jan. 21](#)

[Faxes sent to central fax numbers after 12 p.m. Friday, Jan. 25 will be processed on Monday, Jan. 28](#)

[Potential paper claim processing delays for the week of Friday, Jan. 25](#)

Deadlines approaching for providers applying for the 2012 Medicaid Electronic Health Records (EHR) Incentive Program

The Medicaid EHR Incentive program provides federal incentives (up to \$63,750 paid over six years) to certain eligible professionals who adopt, implement, upgrade or achieve meaningful use of certified EHR technology.

If you are applying for the first time, please don't delay! It may take 6-8 weeks for providers to gain access to the EHR Incentive Program application through the Provider Web Portal.

The deadline for submitting an application is dependent on the provider's participation year:

- For providers that are participating for their first year, the deadline is **March 1, 2013**.
- For providers that are participating for a second year payment and are attesting to meaningful use, the deadline is **March 31, 2013**.

To apply, providers must first register through Centers for Medicare and Medicaid Services (CMS) and then apply using the Provider Web Portal at <https://www.or-medicaid.gov> to access the online application. A list of the [steps to apply](#) can be found on our Web site.

For more information, please visit the [Medicaid EHR Incentive Program Web site](#) or contact the Medicaid EHR Incentive Program team at 503-945-5898 with any questions.

Clarification on billing for hydroxyprogesterone caproate

In the [November issue](#) of "Provider Matters," we asked that you bill physician-administered drugs using drug-specific procedure codes (not J3490) whenever possible. For hydroxyprogesterone caproate, only the brand Makena needs to be billed with a specific code; otherwise, billing J3490 is appropriate. We apologize for any confusion we may have caused.

[Learn more about billing for physician-administered drugs](#) in our helpful tips for National Drug Code reporting.

Submit provider updates on Provider Web Portal or current DMAP 3035 form

When you need to update information for your Provider ID, please send in the DMAP 3035 (Provider Enrollment Update) or submit a request using the [Provider Web Portal](#) (once logged in, go to Providers>Demographic Maintenance).

- We have updated the DMAP 3035 in [Word](#) or [PDF](#), effective Jan. 2013. Please discard older versions of this form and only use the 2013 version.
- Instructions for submitting Web updates are in the [Account Administration step-by-step guide](#). For more resources, go to www.oregon.gov/OHA/healthplan/Pages/webportal.aspx.

If you have suggestions for how we can improve the resources, instructions or other information available on the [Provider Enrollment page](#), please [let us know](#).

Paperless faxes for prior authorizations and provider enrollment also require the EDMS Coversheet

If you prefer to send paperless (e.g., fax.com) faxes to DMAP, please remember to include the [DHS 3970 \(EDMS Coversheet\)](#) as the first page of faxes you send to these central fax numbers:

- Prior authorizations and documentation - 503-378-5814 (routine) or 503-378-3435 (urgent/immediate – requires additional justification). [Learn more about prior authorizations.](#)
- Provider enrollment requests and documentation - 503-378-3074. [Learn more about enrolling as a DMAP provider.](#)
- Claim documentation - 503-378-3086. [Learn more about how to submit claims to DMAP.](#)

DMAP and other state offices closed on Friday, Jan. 18 and Monday, Jan. 21

Due to state budget cuts, DMAP and most other state offices are closed on Friday, Jan. 18, for mandatory unpaid leave; and closed on Monday, Jan. 21, in observance of Martin Luther King Jr. Day. [Go to DMAP's Office Closures page](#) to find out which contacts are available on state office closure dates.

Faxes sent to central fax numbers after 12 p.m. Friday, Jan. 25 will be processed on Monday, Jan. 28

The Electronic Document Management System (EDMS) that processes the faxes sent to our central fax numbers (see above) will be upgraded the weekend of Friday, Jan. 25. From noon Friday, Jan. 25 until the morning of Monday, Jan. 28, all faxes received will be on hold.

- If you have a prior authorization request that requires urgent or immediate processing, please make sure to fax your request to 503-378-3435 before noon on Friday, Jan. 25.
- Please remember to include a completed [EDMS Coversheet](#) as the cover for each request you send; we will not process your request or return it to you if the coversheet is missing.

Potential paper claim processing delays for the week of Friday, Jan. 25

The EDMS also processes paper claims submitted to DMAP. Due to the system upgrade, paper claim processing will also be on hold for part of Friday, Jan. 25, to resume on Monday, Jan. 28.

To avoid delays, you can submit claims using the Provider Web Portal at <https://www.or-medicaid.gov> instead of using paper claim forms. [Learn more about getting started using the Provider Web Portal.](#)

Need help?

Find more phone numbers, e-mail addresses and other resources in DMAP's [Provider Contacts List](#).

Claim resolution - Contact [Provider Services](#) (800-336-6016).

EDI and the 835 ERA - Contact [EDI Support Services](#) (888-690-9888).

Direct deposit information and provider enrollment updates - Contact [Provider Enrollment](#) (800-422-5047).

Pharmacy and prescriber questions (for technical help and fee-for-service prescription PAs) - Contact the Oregon Pharmacy Call Center at 888-202-2126. You can also fax PA requests to 888-346-0178.

Prior authorization status – Call the DMAP PA Line at 800-642-8635 or 503-945-6821 (outside Oregon).

Provider Web Portal help and resets - Contact [Provider Services](#) (800-336-6016).

Help us improve future announcements:

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



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