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Authorized Signature

Number: DMAP IM 14-021

Issue Date: 6/9/2014

Topic: Medical Benefits

Subject: Revised Keys to Success and recap of new client and provider tools

Applies to:

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|-------------------------------------|-------------------------------|-------------------------------------|--|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input checked="" type="checkbox"/> | Aging and People with Disabilities |
| <input type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): DMAP and AMH staff |
| <input type="checkbox"/> | County DD Program Managers | | |

Message: New tools and resources for clients and providers:

1. Revised *Keys to Success* provider manual
2. Recap of new tools and resources for clients and providers

1. The OHP provider manual *Keys to Success*

The *Keys to Success* provider manual gives a general overview of billing for services to OHP clients. DMAP has updated it to include a new “Billing Clients” section.

Information from this new section has been incorporated into a new “Billing Basics” self-study guide that will be available on [DMAP’s Billing page](#).

2. Summary of new tools and resources for clients and providers

DMAP has revised current materials and created new ones to address client billing and other related concerns. These include:

- The new *OHP Client Agreement to Pay for Health Services* ([DMAP 3165](#)) form. The DMAP 3165, or a similar form with all of the elements of it, must be completed by the provider and signed by the client before the provider can treat and bill a client for non-covered services. To learn more, see [DMAP IM 13-077](#).
- New *Medical Assistance Programs Service Denial Appeal and Hearing Request* ([DMAP 3302](#)) form. The DMAP 3302 may be sent to clients by CCOs/plans when they deny a prior authorization request for health services. To learn more, see [DMAP IM 14-010](#).
- Revision of the *OHP Client Handbook* ([OHP 9035](#)) and creation of an *OHP Client Toolkit*, ([OHP 9040](#)). The toolkit provides quick information on topics that are common areas of concern for clients. To learn more, see [DMAP IM 14-011](#).

Material availability

Online

Keys to Success is available on [the OHP Tools for Providers page](#).

“Billing Basics” is available on the [OHP Billing page](#).

You can find more training for providers on the [OHP Provider Training YouTube playlist](#).

Both the *OHP Client Handbook* and *OHP Client Toolkit* are available on [the OHP Client Benefits and Information page](#).

All forms are available on [the OHP Forms page](#).

In print

Clients may call OHP Client Services at 1-800-273-0557, TTY 711, to request copies of the *OHP Client Handbook* or the *OHP Client Toolkit*.

CCOs/plans and DHS branches may order all of the materials mentioned in Section 2 of this transmittal through [DHS/OHA Distribution](#).

If you have any questions about this information, contact:

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