

## OHP 1036 - Helpful reminders for nursing facilities

Providers can submit individual adjustments in three ways: Electronic Data Interchange, the Provider Web Portal, or the OHP 1036 (Individual Adjustment Request) form.

The [OHP 1036](#) form is unique. It is designed to correct overpayments and underpayments for **all** providers who bill the Oregon Health Authority (OHA) for services provided to Oregon Health Plan members. This form is used for correcting information such as:

- Wrong procedure codes.
- Data entry errors.
- Pricing errors.
- Updating information about payment(s) received from other resources.

These reminders will help you submit your Individual Adjustment Requests to OHA correctly.

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- ✓ **Use the most current version of the OHP 1036 form.** The most current version is dated May 2016.
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- ✓ **Enter the most current Internal Control Number (ICN) in field 4.** For example, if you have already tried to adjust the claim using the Provider Web Portal, that Web adjustment created a new ICN for the claim.
    - You need to use that new ICN instead of the one printed on your paper remittance advice (RA).
    - Otherwise, OHA will return the 1036 to you for using an invalid ICN. Only the most recent ICN will be valid.
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- ✓ **When adjusting patient liability, only use the OHP 1036 form. Include a financial planner with the completed form. Do not attempt** to adjust patient liability using the Provider Web Portal or EDI.
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- ✓ **When adjusting for zero-paid or underpaid claims, include the true qualifying inpatient hospital stay dates and a copy of the Medicare EOB** with the completed form.
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- ✓ **If you are adjusting the number of units/ services or the billed amount, calculate the amount and enter it in the “Right information” section of the form.** OHA will not calculate billed amounts for you. Not listing the correct amount will delay your request.
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- ✓ **Save time by not filling out fields that are not needed. REFER** to the *Claim Adjustment Handbook* to determine what fields you need to complete.
    - This handbook is available on the OHP website at [www.oregon.gov/OHA/HSD/OHP](http://www.oregon.gov/OHA/HSD/OHP). Click on “Tools for Providers,” then click on “Billing Tips.”
    - If you do not have internet access, you may also contact Provider Services at 800-336-6016 and ask to have the *Claim Adjustment Handbook* mailed to you.
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- ✓ **Submit one (1) OHP 1036 form per claim (ICN).** All corrections for a claim can be made on one form. **DO NOT** use multiple forms for multiple corrections of the same claim.
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- ✓ **Indicate the correct line of service to be adjusted.** The RA does not indicate line numbers. Count the lines of service as they appear on your original claim form to determine the line number.
    - If line 2 of your claim needs to be corrected, indicate line 2. DO NOT indicate the box number as it appears on the claim form.
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- ✓ **CHECK the form for legibility so that we can clearly read it. AVOID** poorly handwritten forms.
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- ✓ **READ the explanation of benefit (EOB) codes on your RA.** They will tell you if further action or information is required of you.
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- ✓ **ATTACH a copy of the RA for the claim you are requesting adjustment on.** To further expedite your adjustment request, you can also attach a corrected claim form to help explain the corrections that need to be made to the original claim.
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- ✓ **CONTACT Provider Services at 800-336-6016** for assistance in completing your OHP 1036 or other questions regarding a medical claim. Always contact Provider Services if:
    - You are not sure if you need to rebill a service or submit an Individual Adjustment Request, or
    - There are no message codes on your RA.
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