

# Information Memorandum Transmittal Aging and People with Disabilities



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***Authorized signature***

**Number: APD-IM-21-050**

**Issue date: 6/11/2021**

**Topic:** Long Term Care

**Due date:**

**Subject:** Resources to Assist with Provider Payment Issues

**Applies to (check all that apply):**

- |   |   |
|---|---|
| <input type="checkbox"/> All DHS employees                                | <input type="checkbox"/> County Mental Health Directors                       |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services                                      |
| <input checked="" type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs                        | <input type="checkbox"/> ODDS Children's Intensive In Home Services           |
| <input type="checkbox"/> County DD program managers                       | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                 |
| <input type="checkbox"/> Support Service Brokerage Directors              | <input type="checkbox"/> Other ( <i>please specify</i> ):                     |
| <input type="checkbox"/> ODDS Children's Residential Services             |   |
| <input type="checkbox"/> Child Welfare Programs                           |   |

**Message:**

The CM Tools website, under the section "Other Links & Tools", has a section labeled "[Provider Payment Adjustments and Troubleshooting](#)", which along with the current information on provider payment adjustments, will also include guides to assist with troubleshooting provider payment issues.

In this section, two new documents are now available for use:

- 512 Payment Troubleshooting
- CEP Payment Troubleshooting

In addition, Central Office is also in the process of developing the following guides:

- MMIS payment issues
- An updated version of the "[Medicaid Provider Payment Troubleshooting](#)" guide. Currently, an older version of this guide is found under the "One System Information & Resources" section on CM tools. The newer version will reflect current and best practices.

Please refer to these documents when attempting to determine why a payment authorization is not occurring as expected. You may email [APD.MedicaidPolicy@dhsoha.state.or.us](mailto:APD.MedicaidPolicy@dhsoha.state.or.us) if there are any questions or update suggestions regarding these troubleshooting guides.

If the troubleshooting guides do not address the payment concerns and additional support beyond local office resources is needed, please email: [Mainframe.BusinessAnalysts@dhsoha.state.or.us](mailto:Mainframe.BusinessAnalysts@dhsoha.state.or.us).

In addition, the above Mainframe email address may be utilized if it appears that a liability calculation is incorrect.

To triage issues more effectively, please note the following in the subject line:

- The payment system (512/CEP)
- If the provider payment is past due
- Very brief description of the issue

In the body of the email, include the following:

- Prime ID
- Name
- Description of the issue
- Dates of service where the payment will not authorize/pay, or month where liability appears to be incorrect
- Any error messages

The business analysts that staff this email box will determine if the issue is related to a systems issue (and will have a service desk ticket created while attempting to resolve the issue) or if it is a policy/training need that should to be referred to a policy analyst for follow-up.

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

Contact(s): <a href="mailto:Mainframe.BusinessAnalysts@dhsoha.state.or.us">Mainframe.BusinessAnalysts@dhsoha.state.or.us</a> <a href="mailto:APD.MedicaidPolicy@dhsoha.state.or.us">APD.MedicaidPolicy@dhsoha.state.or.us</a>	
Phone:	Fax:
Email:	