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**Date:** April 22, 2021

**To:** Oregon Health Plan providers

**From:** Nathan Roberts, Traditional Programs manager  
Medicaid Programs

**Subject:** Status of fee-for-service claims for COVID-19-related services delivered to CAWEM members

The Oregon Health Authority (OHA) has found the following issues with processing some fee-for-service claims for COVID-19-related services rendered to CAWEM members:

- OHA's claims system is not processing pharmacy claims for COVID-19 vaccine administrations for payment. These claims will not display on the remittance advice. In the Provider Web Portal, the claims will have a "Paid" status, but no paid date or paid amount.
- The system is also denying professional and outpatient institutional claims for COVID-19 testing as a non-covered service.

These issues only affect claims billed for members with the CAWEM (CWM) benefit package. Other benefit packages are not affected. OHA is working to resolve these issues to make payments as soon as possible.

### Why is this happening?

In response to the COVID-19 public health emergency, OHA expanded the CAWEM (CWM) benefit package to include COVID-19 testing, vaccination, and treatment. This required a configuration change in OHA's claim processing system, which we are now reviewing to ensure covered CAWEM claims process for all appropriate codes, claim types and service locations.

### What should you do?

Please continue to provide covered COVID-19-related services to all OHP and CAWEM members.

- You can verify OHP and CAWEM eligibility for specific services as described in the [OHP Eligibility Verification Quick Reference](#).
- Also refer to the [Oregon Medicaid COVID-19 Provider Guide](#) for covered services and billing instructions.

Please continue billing OHA for covered COVID-19 services provided to CAWEM members.

### Questions?

If you have any questions about this announcement, contact Provider Services 800-336-6016 or email [dmap.providerservices@dhsaha.state.or.us](mailto:dmap.providerservices@dhsaha.state.or.us).

Thank you for your continued support of the Oregon Health Plan and your patience as we work to resolve these payment issues.