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Administrative Examinations and Billing  
Services (ADM)  
Chapter 410, Division 150

June 7, 2022  
1:00 pm – 2:20 pm

Type of Meeting: Provider Collaboration

Meeting Facilitator: Napua Rich, ADM Program Manager

Attendees: Napua Rich (ADM Program Manager), Shannon Jasper (ADM Program Analyst), Marcy Murdock (OHA Claims), Dr. Bruce Boyd, Frances Combs (CDDP), Stacie Mullins (CDDP), Dr. Mikala Saccoman, Chelas Kronenberg (CDDP), Dr. Douglas Col, Sherry Wiren (CDDP), Mary Durrant (OHA Claims), Meghan Story (CW), Dr. Katherine Greene, Karen Grotjan (CDDP), Deborah Martin (OYA), Dr. Clair Oxtoby, Dr. Anna Mohr, Rebecca Smallwood (CDDP), Dr. Freda Bax, Miranda Burckhardt (APD), Margaret Lucia (CDDP), Dr. Jill Brenizer, Christine Lawler (CDDP), Dr. Art Kowitch, Nicole Zeman (Children's Program), Brian Kirk (APD), Nathan Roberts (OHA), Marilyn Williams (CW), Dr. Maria Berman, Dr. Keli Dean, Dr. Karen Hernandez, Dr. Darryn Sikora, Audra Lee Smalley (CDDP), Anne Kenney (Children's Program), Lindsay Fredrikson (CDDP), Dr. Bill Weinman, Elizabeth Schwarz (OYA), Dr. Dane Borg, Dr. Rebecca Marcin, Dr. Natalie Kollross, Dr. Veronica Vazquez, Dr. Cynthia Polance, Jennifer Carpenter (CDDP), Patrick Ring (SSI), Dr. Glenna Giesick, Dr. Erik Sorensen, Dr. Wayne Taubenfeld, Dustin Wyllie (CDDP), Dr. Michael O'Connell, Angelina Goldshteyn (APD), Lea Brophy (CDDP), PH: 503-480-4832, PH: 808-258-7165, PH: 503-702-7558

- Napua requested attendees introduce themselves in the Chat function along with specific work in Administrative examinations, the population served, and geographical location.
- Meet the ADM team:
  - Napua Rich, ADM Program Manager
  - Shannon Jasper, ADM Program Analyst
  - Mary Durrant, Claims Manager
  - Nikki Abbot, Senior Claims Analyst
  - Marcy Murdock, Senior Claims Analyst
  - Camey Ellingsworth, Senior Claims Analyst
  - Arwen Wolf, Provider Services Manager
- The purpose of the collaborative is to work with providers to improve the ADM program
- Napua gave a description of the ADM process
  - The OHP 729 form
    - Authorizing agency must send the form to OHA when it is sent to the provider
    - Provider must receive OHP 729 form and verify eligibility, prior to performing any service;
    - Must be the most current form found on the ADM Webpage;
  - Performing the requested service per codes listed on OHP 729 form

- Processing the claim, thru the Web Portal (electronic) or Paper (mailed in)
- Helpful Tools:
  - ADM Webpage: <https://www.oregon.gov/oha/HSD/OHP/Pages/Polidy-Admin-Exam.aspx>
  - Provider Service Phone Number: 800-336-6016
  - Email: [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us)
  - Email: [NapuaAnn.K.Rich@dhsoha.state.or.us](mailto:NapuaAnn.K.Rich@dhsoha.state.or.us)
  - Email: [Shannon.D.Jasper@dhsoha.state.or.us](mailto:Shannon.D.Jasper@dhsoha.state.or.us)
  - \*\*\*Added just in case, Email: [Medicaid.programs@dhsoha.state.or.us](mailto:Medicaid.programs@dhsoha.state.or.us)
- Interactive Conversations with Providers, requesting to hear concerns. OHA gathering information to focus efforts.
- Dr. Erik Sorensen
  - Billing issues, previously automated
  - Code 99244, description of consultation (billed 2, system only pays 1 unit)
  - Random codes on claims state “Cutback amount”
  - Random codes state “Bill Managed Care Plan”
  - Once a claim is denied, provider has to resubmit claim
  - Limitations on code 99244
  - Complex case history, no recourse, or payments for more complex cases
- Dr. Art Kowitch
  - Wants to know who to go to if billing is done correctly?
  - Questions about code 99244
  - Difference between CW and DD requests
- Dr. Glenna Giesick
  - Billing since 2007, never had a bad experience with provider services
  - Denials on claims that don’t make sense
  - Wait time to be paid (about 2 weeks)
  - Denial reasons
  - Provider Service wait times on hold for 30 minutes, then system hangs up and provider must call back
- Dr. Dane Borg
  - Limitations on codes and episode of care
  - CW requests a scope within limits
  - Court ordered evaluations (Youth Rights, Justice, permanency)
  - Length of services
  - Bilingual limitations – Cultural perspective
  - Clarity – define program improvement (rules, state agency, providers experience, clients experience)
- Dr. Veronica Vazquez
  - What codes are bumping up against which codes
  - Cultural and linguistic factor
  - Complex evaluations, interpreters
  - Compensation at higher amount
  - Bilingual code, need correct information
  - Specific codes – OEI

- Cultural appropriate services, recognition of time to complete evaluations
- Communication barriers (parents unable to read or write)
- Dr. Karen Hernandez
  - Random denials
  - Delay in payments, not receiving clarity on delays or denials
  - Up to 6 weeks for payment
- Dr. Martha Villegas Gutierrez
  - Payment issues since COVID
- Dr. Art Kowitch
  - Referred to the Fee Schedule by Medical Specialist
  - Conflicts for billing codes 96112-96113, 96137-96137
  - NCCI edits
- Dr. Erik Sorensen
  - Claims review, determining issues  
ie: missing OHP 729 form
- Dr. Dane Borg
  - Appreciated the Key Points addressed
  - Scope of work issues
  - Administrative overhead  
Therapy vs psychological testing by PhD level staff (costs associated)
  - Compensation rates in relation to length of evaluation and level of complexity
- Dr. Douglas Col
  - Neuropsychological pediatric evaluations (mix of services)
  - OHP 729 forms issued, not sure what is needed for testing and evaluations until meeting the client
- Nicole Zeman (Children's Program)
  - Electronic submissions of claims, Mary was able to assist in real time
  - Inconsistent OHP 729 forms sent
- Dr. Wayne Taubenfeld
  - Denials – difficult to understand the reason for denial

### **Questions / information from CHAT during meeting**

- Where are the bilingual codes and interpreter codes found for the 729 exams?  
(We are researching this item and will be scheduling a separate group to discuss interpreter/ bilingual services.)
- Is COVID a coincidence, or is it in general around 2019/2022 when there were changes in CMS procedure codes that providers began seeing billing and payment issues?
  - Response from Provider: it was when the auditing process began that these billing issues started.
- Electronic billing, information posted by Mary Durrant:

- If anyone would like to investigate the possibility of sending through the X12 EDI transactions (either using a clearinghouse or self-submitting) or has any questions about that process, please send those my way - [Mary.Durrant@dhsosha.state.or.us](mailto:Mary.Durrant@dhsosha.state.or.us). I would be happy to help you with the Trading Partner Agreement.