



Pharmacy Billing Instructions

Billing instructions for MMIS Provider Portal and UCF pharmacy claim formats for Oregon Medicaid providers

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Introduction

The *Pharmacy Claim Instructions* handbook is designed to help those who bill the Oregon Health Authority (OHA) for Medicaid services submit their claims correctly the first time. This will give you step-by-step instructions so that OHA can pay you, the provider, more quickly.

Use this handbook with the Oregon Health Plan (OHP) General Rules and your provider guidelines (administrative rules and supplemental information), which contain information on policy and covered services specific to your provider type.

- You can find all OHP provider guidelines at **[OHP.Oregon.gov/Rules](https://www.ohp.oregon.gov/Rules)**.
- As noted in *Oregon Administrative Rule 410-121-0100 – Drug Use Review*, also follow [Oregon Board of Pharmacy rules](#) defining specific requirements relating to patient counseling, record keeping and screening.

This handbook lists the requirements for completion prior to sending your claim to OHA for payment processing, as well as helpful hints on how to avoid common billing errors. It is designed to assist the following providers¹:

- Pharmacy providers
- Durable Medical Equipment providers billing for diabetic supplies

The pharmacy claim is also known as the NCPDP claim. Throughout this billing guide you will see the claim type referred to as a pharmacy claim.

Claims processing

The federal government requires OHA to process Medicaid claims through an automated claim processing system known as MMIS - the Medicaid Management Information System. This system is a combination of people and computers working together to process claims.

¹ If in doubt of which claim format to use, contact Provider Services at 800-336-6016, or refer to your provider guidelines.

Paper claims

Paper claims submitted by mail go first to the ODHS/OHA Office of Imaging and Records Management Services.

- The document is scanned through an Optical Character Recognition (OCR) machine and the claim is given an Internal Control Number (ICN).
- The scanned documents are then identified and sorted by form type and indexed by identifiers such as client name, prime identification number, the date of service, and provider number.
- Finally, the data is entered in the MMIS and images of the documents are stored on an Electronic Document Management System (EDMS).

Web claims

Data from web claims directly enter the MMIS if all information is entered correctly. Electronic data interchange (EDI, or electronic batch submission) claims are reviewed for compliance and translated from the HIPAA standard formats for MMIS processing.

About the ICN

The ICN is a unique identifier.

- The first two digits indicate the type of format of the claim (e.g., '22' Web claim, '10' paper claim, '20' electronic).
- The next two are the year; '11' (2011).
- The next three are the Julian date; "031" (January 31).
- The remaining digits are details of the claims regarding how they are 'batched' within the MMIS.

Claim review

Once the data enters the MMIS, staff can immediately access submitted claim information by checking certain MMIS screens.

The system performs daily edits for presence and validity of data as each claim is processed. Once a week, the system audits all claims to ensure that they conform to

medical policy. Every weekend, a payment cycle runs, and the system produces checks for claims that successfully pass all edits and audits.

If MMIS cannot make a payment decision based on the information submitted or if policy determines manual review is needed, the claim is routed to OHA staff for specific manual, medical or administrative review. This type of claim is a *suspense (suspended) claim*.

Remittance advice

OHA does not return denied claims to providers in this process. Instead, OHA sends a listing of all claims paid and/or denied to the provider (with payment if appropriate). The listing is called a Remittance Advice (RA).

- The RA comes in paper and electronic formats. The paper format will list suspended claims while the electronic does not.
- If you aren't already receiving the electronic RA, contact EDI Support at DHS.EDISupport@odhsoha.oregon.gov. for more information.

Before you bill OHA:

1. Verify that the client is eligible on the date of service for the services rendered. Claims for services to clients enrolled with an OHP managed care organization (MCO) or coordinated care organization (CCO) must be billed to the appropriate MCO/CCO.
2. Medicaid is always the payer of last resort. If the client has Medicare or third-party insurance, bill them first before billing Medicaid.
3. Verify that the drug you are billing is rebateable (*i.e.*, part of the federal Medicaid Drug Rebate Program). To verify that an NDC is rebateable, search for it in the CMS rebate drug product data file on the CMS [Medicaid Drug Rebate Program Data page](#). If the NDC is on file, it is rebateable.

Pharmacy web claim instructions

When to submit a web claim

In order to use the web portal to submit claims, you must have received your Personal Identification Number (PIN) from OHA. If you do not know your PIN, contact Provider Services at 800-336-6016 for assistance.

Do not submit a web claim when:

- **You need to submit hard copy attachments (e.g., written documentation).** If you submit a web claim for a service that requires attached documentation, the claim will suspend, then deny for missing documentation. Always bill on paper for claims that require attachments.
- **You need to bill for services more than a year after the date of service.** Claims past timely filing limits must be sent on paper.

Before you submit a web claim:

- Verify that you are signed on and are acting on behalf of the correct provider. It is crucial to make sure you are logged on under the correct provider number because this is the provider OHA will pay.
- You must complete and submit the claim in its entirety in order to save the data entered. Partially completed claims data cannot be saved.
- The session will end after 20 minutes of inactivity. Any work or changes that have not been submitted will be lost.

The pharmacy claim has three screens (see below). In some screens you simply move from field to field while in others you must indicate you wish to “Add” information by selecting the “Add” button. Make sure you review all screens and enter all required and/or applicable data in each screen.

1. Pharmacy Claim Header
2. Detail
3. Claims Status Information

How to submit a pharmacy web claim

Click on “Claims,” then “Pharmacy.” The following screen will appear:

Pharmacy Claim

Billing Information

ICN
 Provi 98027 NPI
 Client ID* [Search]
 Last Name
 First Name, MI
 Date of Birth
 Patient Gender Code* 0 - Unknown
 Patient Residence
 Prescriber ID [Search]
 Prescriber Name
 Pregnancy Unknown
 Emergency No
 Nursing Facility
 Insurance Denied
 Submission/Clarification Codes
 0 - Not Specified
 0 - Not Specified
 0 - Not Specified
 Patient Location Not specified
 Rendering Physician [Search]
 Signature
 Basis of Cost Not specified
 Plan Payment Amount
 Place of Service Code
 Other Coverage Code 00 - NOT SPECIFIED BY PATIENT

Prescription Information

Claim Type* P - PHARMACY CLAIMS
 Prescription #*
 Date Dispensed*
 Date Prescribed*
 New/Refill*
 Days Supply* 0
 Dispense/Written* 0 - No Product Selection Indicated
 Prior Auth Number [Search]
 Diagnosis [Search]
 Diagnosis Code Qualifier 01 - International Classification of Diseases (ICD9) - Code
 Route of Administration

Charges

Total Charges \$0.00
 TPL Amount \$0.00
 Usual and Customary \$0.00
 Gross Amount Due \$0.00
 Ingredient Cost Submitted
 Dispensing Fee \$0.00

DUR Overrides

Intervention Not Specified
 Outcome Not Specified
 Conflict Code Not Specified

Detail

Item	NDC Code	Quantity	Allowed Amount
A 1		0	\$0.00

Type data below for new record.

Item 1 NDC Code* [Search]
 Quantity* 0 Charges* \$0.00
 Allowed Amount \$0.00 Adjustment Reason Code [Search]

COB

*** No rows found ***
 Select row above to update -or- click Add button below.

Other Payer Payer ID
 Other Payer ID Qualifier 0 - Not Specified
 Other Payer Coverage Type 00 - Not Specified
 Other Payer Reject Code
 Other Payer Amount Paid
 Other Payer Amount Paid Qualifier
 Other Payer Date

Claim Status Information

Claim Status Not Submitted yet

submit cancel

Step 1: Enter header information

From this screen you can enter all of the required information to submit a pharmacy claim.

Field descriptions

Shaded boxes are always mandatory. Non-shaded boxes are mandatory if applicable.

Field	Description
ICN	Claim's internal control number (ICN). (Read-only)
Provider ID	National Provider Identifier (NPI) or Oregon Medicaid Provider ID associated with this Provider Web Portal login (Read-only).
Billing Provider ID*	The NPI or Medicaid Provider ID that should receive payment from OHA.
Client ID*	Client identification number.
Last Name	Last name of the client. Client name auto-populates based on a valid client ID. (Read-only)
First Name, MI	First name and middle initial of the client. Client name auto-populates based on a valid client ID. (Read-only)

Field	Description
Date of Birth	The client's date of birth. Client DOB auto-populates based on a valid client ID. (Read-only)
Patient Gender Code*	Valid options are 0 = Unknown, 1 = Male, 2 = Female.
Patient Residence	
Prescriber ID	<p>NPI of the provider who is prescribing the drugs. If you do not have the prescriber's NPI, click the "Search" link to search for the prescriber's NPI by name or Medicaid Provider ID.</p> <ul style="list-style-type: none"> • Only NPIs for enrolled OHA providers who have registered their NPI with OHA will be available using this search. • The prescriber must be enrolled with OHA to comply with Affordable Care Act requirements. • When the prescriber is a resident at a teaching hospital, enter the supervising physician's information. • If you are unable to locate the prescriber ID via search, look up the NPI at https://npiregistry.cms.hhs.gov/ or contact the prescriber's office to obtain a valid NPI.
Prescriber Name	This is the name of the prescriber. Prescriber name auto-populates based on a valid prescriber ID. (Read-only)
Pregnancy	This field indicates if the patient is pregnant or not-pregnant. Valid options are: Unknown, Not pregnant, or Pregnant.
Emergency	This field indicates if the claim is an emergency situation. Valid options are YES/NO.
Nursing Facility	This field indicates if the drug was prescribed in a nursing facility. It is an optional field. Valid options are YES/NO.
Insurance Denied	<p>This field indicates if other insurance (third party liability, or TPL, including Medicare) was denied. Valid options are YES/NO.</p> <p>If TPL was billed, you also need to enter the appropriate HIPAA Adjustment Reason Code (ARC) in the Adjustment Reason Code field on the detail line.</p>

Field	Description
Submission/ Clarification Code	This field indicates that the pharmacist is clarifying the submission. Use the drop-down boxes to view valid options.
Patient Location	The location of the patient when receiving pharmacy services.
Rendering Physician (Optional)	NPI or Medicaid Provider ID of the provider who would provide services. Click the “Search” link next to this field to locate a rendering physician. If you are unable to locate the rendering provider ID, you can leave this field blank.
Signature	This field indicates whether the claim was signed by the prescribing physician. Valid options are YES/NO.
Basis of Cost	Indicates whether this is a 340B claim.
Place of Service Code	Use CMS Place of Service codes.
Other Coverage Code	Use this field to show how other coverage paid. Use the drop-down boxes to view valid options.
Claim Type*	Code that specifies the type of claim. Valid options are: P-Pharmacy Claims or Q-Compound Pharmacy Claims.
Prescription# *	RX number which uniquely identifies a drug dispensed to a client.
Date Dispensed*	Date the prescription was filled.
Date Prescribed*	Date the physician prescribed the drug to the client.
New/Refill*	Code that indicates whether the prescription is new or refill. Valid options are: <ul style="list-style-type: none"> • 0-New refill • 1-1st refill • 2- 2nd refill • 3-3rd refill, and so on.
Days Supply*	Number of days a prescribed drug should last a client.

Field	Description
Dispense/Written*	<p>Dispense as written indicator. Use the drop-down list to view and select the most appropriate option.</p> <ul style="list-style-type: none"> This field is required for P-Pharmacy Drug claim type but is not required for Q-Compound Drug claim type.
Prior Auth Number	The Prior Authorization number for the drug.
Diagnosis (Optional)	The ICD-10 diagnosis code associated with the claim.
Diagnosis Code Qualifier	Use the drop-down list to view and select the most appropriate option.
Route of Administration	See NCPDP Data Dictionary for accepted values.
Total Charges	Total dollar amount charged for the claim. Total charges are the sum of all charges and are derived from the detail line item. This field will not populate with total charges until the detailed line is completed. (Read-only)
TPL Amount	<p>Dollar amount paid by TPL (including Medicare).</p> <p>If TPL was billed, you also need to enter the appropriate HIPAA ARC in the Adjustment Reason Code field on the detail line.</p>
Usual and Customary	The billed amount.
Gross Amount Due	The sum of all charges on the claim.
Ingredient Cost Submitted	Enter costs for compound drugs only.
Dispensing Fee	Amount of dispensing fee, if paid. (Read-only)
<p><i>DUR Override fields: These fields are required only if the ProDUR denies the claim with an ER, HD, or PG alert. Refer to the Pharmaceutical Services Supplemental Information for more information.</i></p>	

Field	Description
Intervention	Intervention Code indicating the pharmacist's interaction: <ul style="list-style-type: none"> • 00: No intervention • M0: Prescriber consulted • P0: Patient consulted • R0: Pharmacist consulted - Other source
Outcome	Result of Service/Outcome Code indicating the action taken by the pharmacist: <ul style="list-style-type: none"> • 1A: Filled As is, False Positive • 1B: Filled Prescription As Is • 1C: Filled, With Different Dose • 1D: Filled, Different Direction • 1E: Filled, With Different Drug • 1F: Filled, Different Quantity • 1G: Filled, Prescriber Approval • 2A: Prescription Not Filled – For HD alerts only • 2B: Not filled-Direction Clarified – For HD alerts only
Conflict Code	Conflict Reason Code: <ul style="list-style-type: none"> • ER: Early Refill/Overutilization • HD: High Dose • PG: Drug-Pregnancy

Step 2: Enter claim detail lines

This section displays fields for entering the first detail line. Enter the NDC, quantity, and charges for the drug being billed. If necessary, you can add more detail lines (e.g., for compound drug claims).

Detail			
Item	NDC Code	Quantity	Allowed Amount
A	1	0	\$0.00
Type data below for new record.			
Item	1	NDC Code*	<input type="text"/> [Search]
Quantity*	<input type="text"/> 0	Charges*	<input type="text"/> \$0.00
Allowed Amount	\$0.00	Adjustment Reason Code	<input type="text"/> [Search]
			<input type="button" value="delete"/> <input type="button" value="add"/>

Field descriptions

Shaded boxes are always mandatory. Non-shaded boxes are mandatory if applicable.

Field	Description
Item	The number of the detail line. (Read-only)
Quantity*	Number of units of a drug dispensed to a client.
Allowed Amount	Maximum amount allowed for services provided to a client. (Read-only)
National Drug Code (NDC)*	11-digit NDC used to uniquely identify a drug. Use the NDC listed on the drug being dispensed. Enter in 5-4-2 format. <ul style="list-style-type: none"> You can also use the “Search” link next to this field to search for NDC by description (drug name). Search results will display the NDC in the “Drug” column.
Charges*	Dollar amount charged to Medicaid for the drug.
Adjustment Reason Code	If you billed TPL (including Medicare), enter an ARC code to describe how TPL processed the claim (e.g., denied or paid partial).

To add a detail line item

Use this process only when you need to add more than one detail line.

Step	Action	Response
1	Click the Add button.	Detail screen activates fields for data entry.
2	Enter data in the required fields on the detail screen (quantity, NDC code, and charges).	

Step	Action	Response
3	Enter an Adjustment Reason Code if TPL denied or made a partial payment on the claim.	

To delete a detail line item

Use this process to delete a specific line item. It does not delete the claim.

Step	Action	Response
1	Choose the line item to be deleted.	Data populates fields in the Detail screen.
2	Click the Delete button.	Dialog displays to confirm deletion.
3	Click OK.	

To update a detail line item

Use this process to make changes to an existing line item on the claim.

Step	Action	Response
1	Choose the line item to be updated.	Data populates detail fields in the detail screen.
2	Enter updated data in the quantity, NDC code, charges, and Adjustment Reason Code fields as needed.	

Step 3: Submit claim and review claim status information

Click the “Submit” button to submit the claim. Claim status information will only display after the claim has been completed and submitted. Claim status will indicate if a claim has been paid or denied.

Before you click “Submit,”- no data displays:

Claim Status Information	
Claim Status	Not Submitted yet

After you click “Submit,” the claim adjudicates in real-time so that you can immediately view the status of the claim.

- Claim status may show that the claim has been paid, denied, or suspended.

- This screen also displays HIPAA ARCs, if applicable.

Claim Status Information		
Claim Status	PAID	
Claim ICN	2511171006747	
Paid Date	06/24/2011	
Allowed Amount	\$5.63	
Coversheet for supporting documentation		
HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
0	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
0	91	Dispensing fee adjustment.
cancel adjust void copy claim		

The “Cover Sheet for Supporting Documentation” button **does not apply to pharmacy claims.**

Field descriptions

Field	Description
Claim Status	The detailed description of the status of the claim.
Claim ICN	Internal control number that uniquely identifies the claim.
Paid Date	The date that the claim was paid.
Allowed Amount	The dollar amount allowed for the claim.
Coversheet for supporting documentation	Link to the coversheet used when submitting claim attachments. Does not apply to pharmacy claims.
Detail Number	The claim detail on which the EOB posted.
HIPAA Adjustment Reason Code	The code for the ARC.
HIPAA Adjustment Reason Description	The description of the ARC.

Paid claim

Paid claims will have a claim status of “PAID.” The Claim ICN, paid date, allowed amount, and EOB information is displayed on all paid claims.

- On paid claims, the adjust, void and copy claim buttons at the bottom of the claim will activate. See the *Claim Adjustment Handbook* for more information about how to adjust paid claims.

- Web claims are processed in real-time, which means you will receive an immediate claim status response; however, payments are still made on a weekly basis.

Claim Status Information		
Claim Status	PAID	
Claim ICN	2511171006747	
Paid Date	06/24/2011	
Allowed Amount	\$5.63	
Coversheet for supporting documentation		
HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
0	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
0	91	Dispensing fee adjustment.
cancel adjust void copy claim		

Denied claim

A denied claim will have a claim status of “DENIED.” The resubmit button at the bottom of the claim will activate. It allows you to correct the claim and resubmit it as an original, new claim, without having to complete the entire claim over again.

Claim Status Information		
Claim Status	DENIED	
Claim ICN	4008284430484	
Denied Date	10/10/2008	
Allowed Amount	\$0.00	
Coversheet for supporting documentation		
HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	204	This service/equipment/drug is not covered under the patient's current benefit plan
re-submit cancel		

How to copy a paid claim

The **copy claim** button allows you make an exact duplicate of an existing paid claim to a new screen. Once copied, you can update the claims data and submit the copied claim as a new claim. This feature saves time because you do not have to enter all new data but you must make sure to update all relevant data. Once the claim is submitted, a new ICN will be generated.

Step	Action	Response
1	Select the copy claim button.	Duplicate claim displays with a status of “Not submitted yet.” Data fields are activated.

2	Update all required and/or applicable fields. <ul style="list-style-type: none"> • Pharmacy Claim Header • Detail 	
3	Click the submit button.	The new claim ICN, status, and/or error code is returned.

How to resubmit a claim

On denied claims, two (2) buttons will be displayed at the bottom of the screen: 1) Re-submit and 2) Cancel.



To resubmit a claim

Step	Action	Response
1	Correct data in all required and/or applicable fields. <ul style="list-style-type: none"> • Pharmacy Claim Header • Detail 	
2	If ProDUR denies the claim with an ER, HD or PG alert, enter appropriate codes in the DUR Override fields in the claim header. <ul style="list-style-type: none"> • Intervention • Outcome • Conflict Reason 	
3	Click the re-submit button.	New claim status information displays with new ICN, status, and ARC Information.

Drug search

Click on “Providers,” then “Drug Search.” The following screen will appear:



Field descriptions

Field	Description
DOS	Date of Service. (Defaults to today's date.)
Drug Name	Name of the drug or 11-digit NDC is required.
NDC	11-digit NDC or name of drug is required.
Records	Determine number of records to view per page in search results.
Clear	Clears all the selection criteria fields
Search	Initiates the search
Sounds-Like	Checking this box will enable you to use the sounds-like feature to search for drug names.

To complete a Drug Search

Enter the 11-digit NDC or drug name, then click “Search.” You can also enter the first few letters of the drug name (e.g., “ibu” for ibuprofen) and use the “sounds-like” feature.

Drug Search results

The results will display underneath the search criteria you entered.

Search Results										
NDC	Brand Name	Generic Name	Dose Strength	Dose Form	Package Size	Max Qty	PDL	RPU*	PA**	
00009-3463-02	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	24	100	N	\$0.110380		
00009-3463-03	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	50	100	N	\$0.091110		
00009-3463-04	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	100	100	N	\$0.072130		
00009-3463-11	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	165	100	N	\$0.057920		
00009-3481-01	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	100	100	N	\$0.072130		
00009-3481-02	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	50	100	N	\$0.091110		
00009-3481-03	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	24	100	N	\$0.110380		
00009-3481-09	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	165	100	N	\$0.057920		
00009-3481-11	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	8	100	N	\$0.1250		
00009-3481-12	MOTRIN IB	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	8	100	N	\$0.145550		
00009-3738-02	MOTRIN IB SINUS	IBUPROFEN/PSEUDOEPHEDRINE HCL ORAL 200-	200 mg-30 mg	TABLET	40	100	N	\$0.153380		
00031-2260-52	DIMETAPP SINUS	IBUPROFEN/PSEUDOEPHEDRINE HCL ORAL 200-	200 mg-30 mg	TABLET	20	100	N	\$0.185710		
00031-2260-56	DIMETAPP SINUS	IBUPROFEN/PSEUDOEPHEDRINE HCL ORAL 200-	200 mg-30 mg	TABLET	40	100	N	\$0.159410		
00047-0516-24	IBUPROFEN	IBUPROFEN			100	100	N	\$0.0493		
00047-0516-30	IBUPROFEN	IBUPROFEN ORAL 400MG TABLET	400 mg	TABLET	500	100	N	\$0.0493		
00047-0914-24	IBUPROFEN	IBUPROFEN ORAL 800MG TABLET	800 mg	TABLET	100	100	N	\$0.1065		
00047-0914-30	IBUPROFEN	IBUPROFEN ORAL 800MG TABLET	800 mg	TABLET	500	100	N	\$0.1065		
00047-0922-24	IBUPROFEN	IBUPROFEN ORAL 600MG TABLET	600 mg	TABLET	100	100	N	\$0.0573		
00047-0922-30	IBUPROFEN	IBUPROFEN			500	100	N	\$0.0573		
00084-0052-11	IBUPROFEN	IBUPROFEN ORAL 200MG TABLET	200 mg	TABLET	50	100	N	\$0.031320		
	* RPU :	Reimbursement Rate Per 1 Unit								
	** PA :	Select the row to view the PA requirement								
		1 2 3 4 5 6 7 8 9 10 ... Next >								

Field descriptions

Field	Description
NDC	The 11-digit National Drug Code for the product.
Brand Name	The name of the product according to the NDC.
Generic Name	The generic name of the product according to the NDC.
Dose Strength	The dosage strength of the product.
Dose Form	The delivery method of the product.
Package Size	The manufacture's package size for the product according to the NDC.
Max Qty	The maximum quantity allowed by Medicaid without an override.
PDL	Indicates if the drug is preferred (Y) or non-preferred (N).
RPU	Reimbursement Rate Per 1 Unit.
PA	A value which indicates if a Prior Authorization is required (Y= yes) or not (N=no).

Appendix

Provider Portal resources

Go to the Provider Portal page at

www.oregon.gov/OHA/HSD/OHP/pages/webportal.aspx.

Quick reference: How to submit a web pharmacy claim

Step	Action	Response
1	Click the Claims menu.	The Claims menu options display.
2	Click Pharmacy.	The Pharmacy claim displays.
3	Enter data in all required and/or applicable fields. <ul style="list-style-type: none">• Pharmacy Claim Header• Detail	
4	Click the submit button.	The claim ICN, status, and/or error code is returned.

If the claim denies due to a ProDUR alert, enter the appropriate override codes in the claim header, then click the “Re-submit” button.

Paper billing instructions

You only need to bill on paper when you need to submit hardcopy attachments, bill for claims over a year old, or as instructed by OHA for special handling.

Accepted forms

Version 1.2 of the Universal Claim Form is available through CommuniForm, LLC, through agreement with the National Council for Prescription Drug Programs (NCPDP). You find ordering information at <https://www.ncpdp.org/Universal-Claim-Forms.aspx>.

Where to mail claims

Death with Dignity claims

OHP Clinical Review
PO Box 992
Salem, OR 97308-0992

Claims less than a year old

OHP Provider Services
PO Box 14955
Salem, OR 97309

Claims more than a year old

Provider Services Unit
500 Summer St NE, E44
Salem, OR 97301-1079

Important notes about paper claim processing

OHA processes all hardcopy claims using Optical Character Recognition (OCR) scanning. To avoid processing delays, use only commercially available forms (not black and white copies).

- If your forms are not to scale, or if the fields on your form are not correctly aligned, OHA will manually enter your claim, which may delay processing of the claim.
- If any claim information is handwritten, write clearly and in the appropriate box. Client identification numbers are alpha numeric so it can be difficult to distinguish between the number zero (“0”) and the letter “O”, the number one (“1”) and the letter “l”, or the number five (“5”) and the letter “S”. These errors can cause a claim to deny.

NCPDP Universal Claim Form

Shaded boxes indicate the fields OHA uses to process your claim; your claim may suspend or deny if one or more of these fields are empty or incorrectly completed.

Unshaded fields are optional or required only in certain circumstances.

Box	Field/Description
1.	ID: Enter the 8-digit Client ID number found on the Oregon Health ID (formerly the Medical Care ID).
17.	Service Provider ID: Enter the 10-digit National Provider Identifier (NPI).

Box	Field/Description
27.	<p>Prescriber ID: Enter the 10-digit NPI for the provider who prescribed the drug.</p> <ul style="list-style-type: none"> • The prescribing provider must be enrolled with OHA to comply with Affordable Care Act requirements. • If the prescribing provider is a resident at a teaching hospital, enter the supervising physician’s NPI. <p>You can search for the provider’s NPI at https://nppes.cms.hhs.gov.</p>
3.	<p>Patient Last Name: Enter as printed on the Oregon Health ID.</p>
32.	<p>Prescription ID: Enter the unique 7-digit number assigned by the pharmacy to the prescription.</p>
34.	<p>Fill #: Enter “0” for a new prescription, “1” for the 1st refill, “2” for the second refill, and so on.</p>
35.	<p>Date Written: Enter the date written on the prescription (MMDDYYYY).</p>
36.	<p>Date of Service: Enter the date you dispensed the drug (MMDDYYYY).</p>
4.	<p>Patient First Name: Enter as printed on the Oregon Health ID.</p>
41.	<p>Product/Service ID: Enter the 11-digit National Drug Code (NDC) code for the drug being billed. Use 5-4-2 format.</p> <ul style="list-style-type: none"> • If you cannot find an NDC number for an item that is prescribed and eligible for payment under this program, contact the Oregon Pharmacy Call Center.
44.	<p>Quantity Dispensed: Enter the quantity dispensed as a whole number. If you need to bill decimal quantities, bill electronically (point of sale or Provider Web Portal).</p> <ul style="list-style-type: none"> • Do not include descriptive designations such as “ml,” “gm,” or “each.” • For additional information, refer to OAR 410-121-0280 Billing Quantities, Metric Quantities and Package Sizes.
45.	<p>Days Supply: Estimate in days the duration of this prescription supply.</p>

Box	Field/Description
46.	<p>DAW Code: Enter “1” to indicate substitution not allowed by prescriber when the drug is a brand-name product and the proper documentation is on file with the pharmacy. PA is required.</p> <ul style="list-style-type: none"> • To be “Dispensed as Written (DAW),” the prescription must have “Medically necessary,” “Brand medically necessary,” or “Brand necessary” written on it by the prescriber. • Initials or checked boxes are not acceptable.
47.	<p>Prior Authorization # Submitted: For diabetic supply billing, enter the 10-digit prior authorization number received from OHA.</p>
49.	<p>Other Coverage Code: Enter a code to indicate response received from other resources.</p> <ul style="list-style-type: none"> • 0 = Not specified • 1 = No other coverage identified • 2 = Other coverage exists payment collected • 3 = Other coverage exists this claim not covered • 4 = Other coverage exists payment not collected • 8 = Claim is billing for patient financial responsibility only <p>If the client has other health insurance coverage, and no payment was received from that resource, this space must be used to explain why no payment was made.</p>
54.	<p>Diagnosis Code: Enter the ICD-10-CM diagnosis code obtained from the treating practitioner. The diagnosis code must be the reason chiefly responsible for the service being provided as shown in the medical records.</p>
64.	<p>Other Payer Reject Codes: Enter the 2-digit NCPDP reject codes returned by other payers.</p>
74.	<p>Product ID: For compounded prescriptions. Bill each component separately. Each component must have a unique 7-digit prescription number. OHA allows a dispensing fee for each component billed in this manner.</p>
79.	<p>Usual and Customary Charge</p>
81.	<p>Ingredient Cost Submitted: Enter costs for compound drugs only.</p>

Box	Field/Description
87.	Gross Amount Due Submitted: Enter the sum of all charges for the prescription.
89.	Other Payer Amount Paid: Enter the total amount paid by any other resource. Do not include OHA copayments in this field. If the client has other insurance and this amount is zero, you must enter a code in the “Other Coverage” field.
93.	Net Amount Due: Subtract the Other Payer Amount Paid from the Gross Amount Due Submitted to get the total for this field.

Helpful tips

Additional information is available on the OHP website at **OHP.Oregon.gov/Providers**. Click “Submit claims.”

READ your provider guidelines! Pay special attention to the billing instructions. Be sure you have the most current rules and supplemental information that are in effect for the date of service you are billing for.

- Provider guidelines are available at **OHP.Oregon.gov/Rules**.
- If you do not have internet access, you may contact OHA at 800-527-5772 and ask to have provider guidelines mailed to you.

VERIFY client eligibility on the date the service is being provided. Use one of the services listed on OHP’s Eligibility Verification web page at www.oregon.gov/OHA/HSD/OHP/Pages/Eligibility-Verification.aspx.

- **Provider Portal:** Go to <https://www.or-medicaid.gov>;
- **Automated Voice Response (AVR):** Call 866-692-3864;
- **270/271 EDI transaction:** Available to approved Electronic Data Interchange (EDI) providers. Go to www.oregon.gov/OHA/HSD/OHP/Pages/edi.aspx for more EDI information.

The client name and number on the claim needs to match the name and number on the Oregon Health ID. A Client ID number is always eight characters and is listed on the front of the Oregon Health ID. The Eligibility Verification page shows an example of an Oregon Health ID.

MAKE SURE that you billed prior resources and reported the correct dollar amount.

DO NOT attach prior resource EOBs unless specifically requested.

ALWAYS USE the correct Other Coverage Code when the client has TPR.

USE only one prior authorization number.

ALWAYS ENTER the OHA 6- or 9-digit provider number you want OHA to send payment to in the Billing Provider (Service Provider ID) field. It is crucial that you list this information. An invalid or missing provider number could delay your payment, make payment to a wrong provider or deny your payment.

CHECK your claim form for legibility so that we can clearly read it. Avoid tiny print, print that overlaps onto a line, entering more than 6 lines per claim, and poorly hand written claim forms. Complete only the required boxes.

READ the explanation of benefit (EOB) codes on your Remittance Advice. They will tell you what the error is, and if you should re-bill or submit an adjustment request.

CONTACT the Oregon Pharmacy Call Center at 888-202-2126 for assistance in completing your NCPDP UCF claim form or pharmacy web claim, or if you have other questions regarding pharmacy claims.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact OHP Provider Services at dmap.providerservices@oha.oregon.gov or 800-336-6016. We accept all relay calls.

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