

ScreenWise Program Update: November 2017

Thank you to all of our providers for your understanding and flexibility. We know that there has been a lot of transition and adapting to do with our new model and most have risen wonderfully to the occasion.

Announcements:

- Our offices will be closed on the 23rd and 24th of November for the Thanksgiving Holiday, as well as the 25th of December and January 1st for the Christmas and New Year holidays.
- Our limited fax service will be disrupted and unavailable during business hours on December 6th due to the installation of new phone lines in the state building. Please do not send faxes, as the information will not reach us -- use the State of Oregon's secure / encrypted email portal. (*Contact Cory at 971-673-3140 for details.*)
- We have one final Quality Assurance Q&A scheduled for this year. Please join us if you can and come prepared with questions or successes.
 - Register here: [Wednesday, December 13th 12-1pm](#)

If you have any questions about quality assurance or these webinars, please contact Tessa.R.Jaqua@dhsosha.state.or.us

Intake Packet Submissions:

As part of our continued transition and our wish to reduce barriers and streamline data entry, we will no longer be sending back Intake Packets unless they are missing key enrollment information or if they have been submitted on old/invalid forms.

Please remember the following things when submitting Intake Packets:

- Please do the quality assurance of checking for complete information before submission
- If patient information is unable to be entered, we will be contacting you about trends and quality issues.
- Use the monthly Provider Reports to review and return missing information to us quickly.**

** Please remember missing information can be returned to us by submitting reviewed and completed forms through our secure portal, or by entering individual pieces of information into the missing field(s) in a saved Provider Report Excel spreadsheet and resent via the secure email portal.

When you are submitting intake packets or other patient data (results, abnormal follow up) please title messages as follows:

- ScreenWise Intake Packet
- ScreenWise Results
- ScreenWise Abnormal Follow Up

If combining patient data, please title the message with what is included, i.e.:

- ScreenWise Intake Packet / Results
- ScreenWise Results / Abnormal Follow Up

Claims Submission:

Please send claims separately from patient data whenever possible. We have two separate staff members for data entry and claims entry. Claims will be processed faster and issues more easily resolved when they are sent alone.

If you are utilizing our paper claim forms, please remember to circle the CPT code you wish to use when there is more than one to choose from (i.e., 99204 or 99215) so that we know which one you intend to bill.

When sending claims, please submit them titled with: ScreenWise Claim

Questions?

**Please contact ScreenWise at Screenwise.Info@dhsosha.state.or.us
971-673-0581
971-673-3140**