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November 2024

ScreenWise Billing & Claims

Learning objectives for this module are to understand:



- How ScreenWise reimbursement works
- How to submit a claim
- What to do if a patient receives a bill for covered ScreenWise services

ScreenWise and reimbursement

- ScreenWise reimburses providers for breast and cervical screening and diagnostic testing. To receive reimbursement a health system or clinic must have a signed Medical Service Agreement and financial information set up with ScreenWise.
- ScreenWise reimbursement rates match current Oregon Health Plan (Medicaid) rates for approved CPT (Current Procedural Terminology) and Diagnostic codes (ICD-10). There is no prior authorization required for any procedure code that is listed on the Covered Procedure list.
- For the most current list of reimbursable services, please view the covered procedure list found in the billing section of the ScreenWise website at <http://www.oregon.gov/oha/screenwise>.
- All ScreenWise claims are processed and paid monthly.

Explanation of Benefits (EOB)

Explanation of Benefits (EOB) Reports are generated monthly by ScreenWise and sent via secure email to billing contacts at the end of the month. These reports feature claim information that is used for reconciliation by clinics. The primary function of the EOB report is to provide a summary of claims received, paid or denied (and if so, the reason) for the past billing cycle.

EOB Schedule:

Dates are located on our website under billing and claims and are updated yearly. <http://www.oregon.gov/oha/screenwise>



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Provider Reimbursement Requirements

For reimbursement, providers are required to:

- Submit claims within 365 days from date of service. If a claim is denied, the claim must be resolved within 1 year from the date of service.
- ScreenWise is the payer of only resort and cannot act as a secondary payor for any claims. Payment from ScreenWise is accepted as payment in full.
- Submit claims using Standard Health Insurance Claim forms or the simplified claim forms located under the billing and claims section of the ScreenWise Website at: <http://www.oregon.gov/oha/screenwise>.
- All claims should be submitted to ScreenWise using the State of Oregon secure email portal or secure fax. ScreenWise does not accept paper claims.



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Patients who receive a bill

Reasons Patients are billed

Patient enrollment forms:

- ScreenWise enrollment form was not received by ScreenWise within the 5 days of enrollment. All enrollment forms must be received within 5 days of enrollment.

Referral Forms (if applicable):

- ScreenWise is not clearly marked on all referral forms. The Ancillary Provider (imaging facility, lab, etc.) does not know who to bill for services. Be sure to clearly mark ScreenWise on all Referral forms and lab specimens.

Covered ScreenWise services

At the time of enrollment:

- Inform patient of covered services under the ScreenWise Program.

Patients enrolled in ScreenWise should not be billed for covered or related expenses. If the patient is billed, please refer to the ScreenWise website on how to resolve the issue. Located under the billing and claims section of the website at <http://www.oregon.gov/oha/screenwise>.

- If a bill is received instruct patient to not ignore or pay the bill.

Non-covered ScreenWise services

The Enrolling Provider is responsible to inform the patient prior to any services rendered or referred out for other services. If applicable, the provider will inform the patient of the following:

- an estimated cost for the non-ScreenWise services,
- and options for payment.

Responsibilities of provider

After services are rendered and are notified that the patient has received a bill:

- Obtain a copy of the bill or collect the following information from the patient:
 - a) Name of agency sending the bill
 - b) Patient name
 - c) Patient date of birth
 - d) Date of service
 - e) Account number on bill
- Then send a secure email with the above information to:
ScreenWise.info@odhsoha.oregon.gov.
- Write in the subject line of email, Patient Bill.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact Laura Hunsinger at laura.p.hunsinger@oha.oregon.gov or 503-580-0652 (voice/text). We accept all relay calls.

Public Health Division
ScreenWise Program
800 NE Oregon Street, Suite 805
Portland, OR 97232
<http://www.oregon.gov/oha/screenwise>

