

# Provider Matters – October 2016

Monthly updates about claim processing, policy and resources for Oregon Medicaid providers

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## Behavioral Health Integration Resource Library now available

The Patient-Centered Primary Care Institute is excited to announce the new [Behavioral Health Integration Resource Library](#), developed in partnership with the Oregon Health Authority's Transformation Center. The library features:

- [Links to over 150 resources](#) about integrated behavioral health
- Five [virtual clinic visits](#) to sites leading the way in integrated care
- [Expert interviews](#) on a variety of behavioral health-related topics

Please visit the library at <http://www.pccpci.org/BHRL>, share this information with your colleagues and network, and check back as more resources and videos are added.

If you need further information, or if you have questions on any of the content of the library, please email the institute at [info@pccpci.org](mailto:info@pccpci.org). You can also give feedback and make resource suggestions about the library through [their online survey](#).

To find other helpful resources and updates, [visit the institute's website](#).

## Medicaid Electronic Health Records (EHR) Incentive Program

### Program Year 2016 updates for eligible professionals

[Eligible professionals](#) can submit their 2016 adopt, implement or upgrade (AIU) and meaningful use (MU) **first year** attestations until **March 31, 2017**. Please include the following documents as part of your attestation:

- Copy of meaningful use summary report;
- Security risk assessment (SRA). HealthIT.gov offers an [SRA tool](#) to help providers complete this assessment;
- Inventory list;

- Deficiencies noted and the corrective action plan(s), including target dates for implementation; and
- Documentation of who completed the SRA.

This is the **last year** to begin the program (coming in under AIU or MU payment year one).

- Eligible professionals can receive an incentive payment for adopting, implementing or upgrading certified electronic health record technology (CEHRT) in their first year of participation.
- Eligible professionals must choose to participate in either the Medicare or Medicaid EHR Incentive Program.

### For more information

- **About the program:** Please visit the [Medicaid EHR Incentive Program website](#) or contact the Medicaid EHR Incentive Program team at 503-945-5898 (Salem).
- **About EHR Incentive Program resources:** Please visit the [CMS EHR website](#).
- **About certified EHRs:** Please visit the Office of the National Coordinator (ONC)'s [Certified Health IT Product List](#).
- **About CMS and ONC rule changes for program years 2015-2017:** See the [CMS Final Rule](#) and the [ONC Final Rule](#) (dated October 2015), and ONC corrections and clarifications ([HTML](#) or [PDF](#), dated January 2016).

## Changes for provider customer service numbers scheduled for Wednesday, October 26

The following customer service phone lines will be moving to a new call management system October 26:

- Benefit RN Hotline, 1-800-393-9855
- Prior Authorization Line, 1-800-642-8635
- Provider Enrollment, 1-800-422-5047
- Provider Services, 1-800-336-6016

There will also be changes to the greetings and menu options you hear when calling these numbers. There may also be phone and fax interruptions that day.

## Provider revalidation letters planned for November

According to federal regulations at [42 CFR §455.414](#), "The State Medicaid agency must revalidate the enrollment of all providers regardless of provider type at least every 5 years." Provider revalidation is how we make sure that all enrolled providers continue to meet Medicaid rules and regulations.

To this end, the Oregon Health Authority will begin mailing requests for providers to revalidate their Oregon Medicaid enrollment. If your office gets a letter asking you to complete a revalidation form ([OHP 3140](#)) or an ownership disclosure form ([OHA 3974](#)), please complete and return the forms as soon as possible.

## Medicaid Program Integrity resources from CMS

The Medicaid Program Integrity Education ([MPIE](#)) website now features the [Personal Care Services Toolkit](#) to provide medical professionals with resources to avoid improper payments when patients receive care in their home.

### What is MPIE?

The CMS [Center for Program Integrity](#) provides [a variety of educational resources](#) to promote best practices and awareness of Medicaid fraud, waste and abuse, such as:

- [Medicaid Program Integrity Education Toolkits](#) and [Podcasts](#)
- [Continuing Education Presentations](#) and [Podcasts](#)
- [E-Bulletins](#)
- [Key Messages & Tips](#) for Providers and Beneficiaries
- [Medicaid Program Integrity and Education videos](#) on the CMS YouTube channel

## Reminder: Please use EDMS Coversheet on all prior authorization and provider enrollment requests

Please help us process your requests faster by including the EDMS Coversheet ([MSC 3970](#)) as a fax cover sheet for each prior authorization (PA) and provider enrollment (PE) request you submit to OHA.

- We do not see the faxes sent to our central PA and PE numbers until they are scanned into our system.
- Unfortunately, only requests sent under the EDMS Coversheet get into the system.
- Requests missing this coversheet are destroyed and not returned.

To make sure your faxes are processed and reviewed by OHA, please read our [EDMS Coversheet tips](#) to learn more.

## Reminder: monthly payment recovery for OHP newborn claims

Every month OHA recovers a small number of payments made in the preceding month for services to newborns who are now enrolled in a CCO.

- Once the birth is reported, we enroll children born to CCO members in the mother's plan.
- Depending on when the birth is reported to us, this process may take three or more weeks to complete.

To avoid future recoveries for newborn services:

- Please report births as soon as possible using the [Newborn Notification Form](#). Allow two to three weeks for processing.
- [Verify the newborn's CCO enrollment](#) using the [Provider Web Portal](#), Automated Voice Response or Electronic Data Interchange.
- Once you have verified the newborn's CCO enrollment, bill the CCO.

What you will see on the paper remittance advice (RA), electronic remittance advice (ERA) or Provider Web Portal (PWP):

- **On the paper RA:** Adjusted claims will have an Internal Claim Number (ICN) beginning with "52." The "Detail EOBs" for these ICNs will list Explanation of Benefits (EOB) code *EOB 0090 – Service is covered by a managed care plan. Claim must be billed to the appropriate managed care plan.*
- **On the ERA or PWP:** The ERA should list these adjustments as overpayment recoveries. PWP will show the adjustment ICN as a denied claim. In both ERA and PWP, the reason for recovery will be Adjustment Reason Code 24 - *Charges are covered under a capitation agreement/managed care plan.*

To learn more about recovery of overpayments or appeals, please see Oregon Administrative Rules 410-120-1397(7), 410-120-1560 and 410-120-1580 in the [General Rules](#) guidelines.

## Need help?

Find more phone numbers, email addresses and other resources in our [Provider Contacts List](#).

- **Client calls** – CCO members should [call their CCO](#). Other clients should call OHP Client Services at 800-273-0557.
- **Claim resolution** – Contact [Provider Services](#) (800-336-6016).
- **Direct deposit questions** – Contact the DHS/OHA EFT coordinator (503-945-6872).
- **Electronic Data Interchange (EDI), the EDI Trading Partner Agreement, EDI mailbox help and the 835 ERA** – Contact [EDI Support Services](#) (888-690-9888).
- **ICD-10 transition questions** – [OHAICD10.help@state.or.us](mailto:OHAICD10.help@state.or.us)
- **Pharmacy and prescriber questions (for technical help and fee-for-service prescription PAs)** – Contact the Oregon Pharmacy Call Center at 888-202-2126. You can also fax PA requests to 888-346-0178.
- **Prior authorization status** – Call the PA line at 800-642-8635 or 503-945-6821 (outside Oregon).
- **Provider enrollment updates** – Contact [Provider Enrollment](#) (800-422-5047).
- **Provider training videos and past provider collaborative webinars** – [Visit the OHA YouTube channel](#).
- **Provider Web Portal help** – [Visit our Provider Web Portal page](#). If you need a password reset, contact [Provider Services](#) (800-336-6016).