

Health Services  
Office of Medical Assistance Programs

Rick Howard, Manager  
OMAP Health Financing Operations Section

**Number:** OMAP IM 05-093  
**Issue Date:** 07/13/05

**Authorized Signature**

**Topic:** Medical Benefits

**Subject:** Hospital 837-I claims processing error

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors               |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services                              |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities         |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): OMAP list |

**Message:** OMAP is notifying surgical services providers via a First Pass Flash! of an 837-I claims processing error and how to correct it. The attached announcement will be posted on the Web at both [www.oregon.gov/DHS/healthplan/notices\\_providers/main.shtml](http://www.oregon.gov/DHS/healthplan/notices_providers/main.shtml) and on the First Pass page [www.oregon.gov/DHS/healthplan/first-pass/main.shtml#news](http://www.oregon.gov/DHS/healthplan/first-pass/main.shtml#news)

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Provider Relations Unit		
<b>Phone:</b>	1-800-336-6016	<b>Fax:</b>	
<b>E-mail:</b>			

# *First Pass Flash!*

## *Fast Information for Faster Claims Processing*

No. 2

7/05

### **837-I hospital claims processing errors**

OMAP discovered that hospital claims failed to process correctly when we started accepting 837-I claims. The MMIS system was not bringing over the ICD-9 surgical procedure codes on hospital claims when we converted the data. OMAP corrected the system problem on May 23, 2005.

This means that providers may have received payment at a lower DRG rate than the rate you were entitled to if you filed 837-I claims prior to May 23.

Unfortunately, OMAP has no way of automatically reprocessing or auto-correcting the claims. Since our translator does not store information in data fields that we don't use in processing the claim, we no longer have the procedure codes you originally sent.

### **And the remedy is . . .**

If you filed 837-I claims before May 23, 2005, and were underpaid, please submit a 1036 Individual Adjustment Request form for each of the affected claims. In the comment section at the bottom of the 1036 form, instruct OMAP to "take back the entire claim." After you receive the remittance advice showing OMAP's take-back, you may re-bill the original claim via 837-I for the correct DRG payment. OMAP forms, such as the OMAP 1036, are available in numerical order at [www.oregon.gov/DHS/healthplan/forms/omapforms.shtml](http://www.oregon.gov/DHS/healthplan/forms/omapforms.shtml)

### **Questions?**

If you have any questions about this information, contact the OMAP Provider Relations Unit at 1-800-336-6016.