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DMAP Operations

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**Number:** DMAP-IM-07-092  
**Issue Date:** 6/26/2007

**Authorized Signature**

**Topic:** Medical Benefits

**Subject:** Provider announcement: Workaround for verification of managed care enrollment

**Applies to:**

- All DHS Employees
- Area Agencies on Aging
- Children, Adults and Families
- County DD Program Managers
- County Mental Health Directors
- Health Services
- Seniors and People with Disabilities
- Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists

**Message:**

DHS is "unbundling" some managed care organization codes in the system, assigning new, separate codes to entities in counties that were previously "bundled" under the same code with another county.

Client Medical Care IDs for July 2007 will indicate the client's plan enrollment accurately.

The Automated Information System (AIS) will not have all the new codes in their voice response system until mid-July. Most codes are unchanged and AIS will offer the correct plan enrollment information about those clients.

However, if a provider calls AIS about a client in a newly re-coded area, AIS may report that the client is not enrolled in a plan. In that case, we suggest providers call DMAP's Client Advisory Services Unit (CASU) to verify plan enrollment until First Health has a chance to enter the new codes in their AIS voice responses. **This is a temporary workaround.** We will notify providers again when AIS reflects updated plan enrollment information based on the new codes.

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

<b>Contact(s):</b>	Donna Metzger, (503) 945-5804		
<b>Phone:</b>	CASU 1-800-273-0557	<b>Fax:</b>	(503) 945-6989
<b>E-mail:</b>	donna.metzger@state.or.us		



## Workaround for verification of managed care enrollment

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### CASU

Contact DMAP's Client Advisory Services Unit at 1-800-273-0557.

