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Authorized Signature

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Issue Date: 10/28/2008

Topic: Medical Benefits

Subject: Provider announcement: MMIS Insider, October 2008

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): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

Message:

DMAP will mail the following announcement to all DMAP, SPD and AMH providers who will use the replacement Medicaid Management Information System (MMIS) beginning December 2008. It tells them about the new provider trainings that DHS is scheduling to help providers prepare for MMIS implementation in December.

- If you have contact with providers who provide services to clients on a managed care or fee-for-service basis, please encourage them to attend one of the upcoming MMIS provider trainings in person or on the Web.
- Also encourage providers to [eSubscribe to the MMIS Provider Resources Web site](#) so that they can find out about additional training dates as they are confirmed.
- The [MMIS training information pages](#) on the MMIS Provider Resources Web site now have current information about the training that will be available, including updated fax registration forms.

If you have any questions about this information, contact:

Contact(s):	MMIS Questions
E-mail:	mmis.questions@state.or.us



MMIS Insider

Volume 2, Issue 6 ■ October 2008

Oregon's Medicaid Management Information System:
A system for today *and* tomorrow

There are fewer than 40 working days before the replacement MMIS goes live!

Are you ready for December 9? Here are key upcoming dates.

Claims, adjustments and payments timeline

If you submit claims or adjustment requests after the following dates, DHS will hold them until December and process them in the new MMIS:

November 5 Last day to submit paper claim adjustments (DMAP 1036)

November 25 Last day to submit paper claims (ADA 2006, CMS-1500, DMAP 505, UB-04, UCF 5.1)

November 28 Last day to submit electronic claims (837 Professional, Institutional and Dental)

Last claims processing cycle for the current MMIS. Any claims suspended for additional provider information or staff review *will automatically deny* during this cycle.

This means that DHS will mail the last remittance advices (RAs) and payments from the current MMIS during the week of December 1.

December 9 First day to submit electronic claims (837 Professional, Institutional and Dental)

December 12 First claims processing cycle for the new MMIS. RAs and payments issued from this cycle will reflect:

- Adjustments submitted after November 5.
- Paper claims submitted after November 25.
- Electronic claims submitted on or after go-live.

For more information, go to:
www.oregon.gov/DHS/mmis

Eligibility verification changes

In the new MMIS, each client will receive a wallet-sized “DHS Medical Care ID” card that includes client name, client ID, and the card’s date of issue. **This card will not be a guarantee of client eligibility.**

At go-live, you will need to verify eligibility using one of the following options:

- Automated Voice Response (AVR) at 866-692-3864.
- The Provider Web Portal at www.or-medicaid.gov.

To access AVR and Provider Web Portal, you will need a Personal Identification Number (PIN). DHS will mail PIN letters on November 25. If you don’t receive your PIN letter by December 4, call DMAP Provider Services at 800-336-6016 so that they can send you a new PIN letter.

Make sure that DHS has your correct mailing address. Call DMAP Provider Enrollment at 800-422-5047 to update your address.

Information about how to use your PIN will be outlined in a future provider notice. Stay tuned.

Eligibility verification and medical care ID timeline

- November 25** DHS mails PIN letters.
- December 5** DHS issues the last 8.5” by 11” DMAP Medical Care ID for December eligibility.
- December 9** AVR and Phase 1 of the Provider Web Portal go live.
- December 10** DHS begins issuing new wallet-sized DHS Medical Care IDs. Printing and distribution of the cards will continue all month.
- December 31** December 8.5” by 11” DMAP Medical Care IDs expire.

Reminder – Web Portal phase-in

- Phase 1** Introduces Web portal account setup, clerk maintenance, and eligibility verification functions at go-live in December 2008.
- Phase 2** Brings in all remaining Web portal functionality, such as Web claim submission, by March 2009.

Prior authorizations update

Prior authorization changes will be outlined in a future provider notice. Stay tuned.

Claims completion changes – Avoid claim denials!

Pharmacy claims

The prescriber field requires a prescriber National Provider Identifier (NPI) (see exceptions in OAR 410-121-150). DHS will no longer accept the pharmacy's NPI in this field.

- Pharmacies – You can look up NPIs at <https://nppes.cms.hhs.gov>.
- Prescribers – Help with this change by providing your NPI on all prescriptions.

Physician-administered drugs

Include the National Drug Code (NDC) for physician-administered drug claims.

Dental claims

Include the tooth, surface or quadrant number for any procedure code that directly involves a tooth, surface or range of teeth.

Need help?

If you can't find what you need on the MMIS Provider Web site, contact DHS with your questions:

Claims, billing issues, appeals or general preparation for the new MMIS:

Call DMAP Provider Services at 800-336-6016 or e-mail dmap.providerservices@state.or.us.

EDI: E-mail dhs.edisupport@state.or.us or call 888-690-9888.

Provider enrollment, contact changes or to terminate a provider:

Call DMAP Provider Enrollment at 800-422-5047 or e-mail provider.enrollment@state.or.us.

Training: Call DMAP Training at 503-945-6549.

Pharmacy Questions: E-mail DMAPRxquestions@state.or.us.

Other questions: E-mail mmis.questions@state.or.us.



MMIS Insider

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To the Office Manager of:

The new MMIS goes live December 9. Make sure you are prepared – Attend free provider training!

For more information about available training and how to register, go to the MMIS Training Information page at www.oregon.gov/DHS/mmis/training-info.shtml.

DHS has scheduled provider training sessions through the first week of December (see box at right). To register, go to the DHS Learning Center at <https://dhslearn.hr.state.or.us>.

- Pharmacies – Search for course C00688.
- All other providers – Search for course C00748.

Try the Web-based provider eCourse! It's available at your computer through the DHS Learning Center (search for course C00818), and it gives you hands-on experience with the features of the Provider Web Portal.

Training dates

10/21 - North Bend
10/22 - Eugene
10/29 - Salem
10/30 - Grants Pass
11/4 - Tillamook
11/5 - Hillsboro
11/12 - Salem
11/18 - Hillsboro
12/2 - Portland
12/3 - Salem