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DMAP Operations

Authorized Signature

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Issue Date: 11/04/2008

Topic: Medical Benefits

Subject: Provider announcements: Prior Authorization Changes with the new MMIS

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:

The following announcement will be included in outgoing prior authorization (PA) approvals and denials sent to DMAP providers during the month of November. The announcement describes how:

- Providers will be required to use the new EDMS coversheet (DHS 3970) for all PA requests beginning December 9.
- DHS has a new fax number for urgent/immediate PA requests.
- EDS is the new contact for pharmaceutical PA requests.
- There is a new prior authorization form (DHS 3971).
- Existing PAs will be converted to the new MMIS.

In addition, a postcard will be mailed to the DMAP providers affected by changes in the PA process, directing them to this announcement online.

If you have any questions about this information, contact:

Contact(s):	Chris Barber, Medical Unit Manager
Phone:	(503) 945-6588
E-mail:	Chris.Barber@state.or.us

Prior authorization changes with the new MMIS

When the new MMIS goes live on December 9, the following changes for prior authorizations (PA) will go into effect.

New fax cover sheet required

Beginning December 9, you must include the new EDMS coversheet (DHS 3970) for each PA request. Without the new coversheet, response to your PA request may be delayed.

This form is available at <http://dhsforms.hr.state.or.us/Forms/Served/DE3970.pdf>. See the other side of this notice for an example.

As part of the new system, DHS will scan the PA request and attachments for electronic entry into the new MMIS. DHS will use the coversheet to assign documents a unique control number to ensure proper routing and a timely response. This means **you will no longer be able to use one coversheet for multiple PA requests**. Each PA request (and any supporting document sent at a later date) must have its own coversheet.

New fax number for urgent PAs

Beginning December 9, DHS will activate a new fax line for urgent PA requests. Continue sending routine requests to the original number.

- Routine Requests: 503-378-5814
- **Urgent/Immediate Requests: 503-378-3435**

Using the appropriate fax number will help DHS receive and respond to PA requests in a timely manner.

New contact for pharmaceutical PAs

EDS is replacing First Health as the pharmacy benefit manager for OHP fee-for-service claims. Beginning December 6, fee-for-service pharmaceutical PA requests must be sent to EDS.

- EDS fax: 888-346-0178
- EDS phone assistance: 888-202-2126

For all other services, continue to use the same PA contacts you use today.

New prior authorization form

Beginning December 9, avoid delays by using the new PA request form (DHS 3971), online at <http://dhsforms.hr.state.or.us/Forms/Served/DE3971.pdf>.

PA conversion

When DHS converts to the new MMIS, existing PAs will stay valid until they reach their current end date.

Note: Because the new MMIS will use 10-digit numbers, a zero will be added to the beginning of any existing PA number. For example, a current PA number of “081234567” will become “0081234567” starting December 9. Remember to add the zero when referencing an existing PA in the new system.

PA timeline for MMIS conversion

November 30

Last day DHS will enter PAs in the current MMIS.

December 1-8

PA conversion — DHS will notify providers of PA approvals or denials during this period by telephone and fax.

December 9

- New fax line for urgent PA requests activated.
 - New fax coversheet (DHS 3970) required on all PA requests.
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December 10

DHS begins sending PA approvals and denials by mail.

Questions?

If you have any questions about this notice, please call the Provider Services Unit at 800-336-6016, Monday through Friday, 8 a.m. to 5 p.m.





+ EDMS COVERSHEET +

Requestor Information:Name: Jane DoeDate: 12/09/08Phone: (503) 555-5555No. of Pages: 2
*(Including this coversheet)***DocumentType:**

- Provider Enrollment
- Correspondence
- Supporting Documentation for Claim
- Prior Authorization
 - Routine Processing
 - Urgent Processing
 - Immediate Processing

} *Additional supporting documentation & justification is required for this level of processing.***Justification:** _____**DMAP Services**

Criteria for PA's is found on the DHS Web site. Go to the following address and select the appropriate program rules:

<http://www.dhs.state.or.uslpolicy/healthplan/guides/main.html>

If your PA request does not support expedited processing, it will receive routine processing. DHS will inform the provider for requests (meeting expedited criteria) with missing information, within the expedited time frame.

Use your National Provider Identifier (NPI) or your Medicaid Provider ID number.

Index Field & Values (if applicable):Application Tracking Number: Not applicable for PAs.Provider ID: 1 2 3 4 5 6Recipient ID: A B 1 2 3 C 4 D

Prior Authorization Number: _____

ICN: Not applicable for PAs.

Fill this in only when faxing supporting documents for an existing PA.

DHS Use Only:

Contact tracking Number: _____

Include question number and notes number, as applicable, in separate boxes.

Confidentiality Notice:

The information contained in this packet is confidential and legally privileged. It is intended only for use of the individual named. If you are not the intended recipient, you are hereby notified that the disclosure, copying, distribution, or taking of any action in regards to the contents of this fax - except its direct delivery to the intended recipient - is strictly prohibited. If you have received this packet in error, please notify the sender immediately and destroy this cover sheet along with its contents, and delete from your system, if applicable.



Important Information **Prior authorization changes December 9!**

When the new MMIS goes live on December 9, the following changes for prior authorizations (PA) will go into effect.

- Providers will be required to use the new EDMS coversheet (DHS 3970) for all PA requests.
- There is a new PA request form (DHS 3971).
- DHS has a new fax number for urgent/immediate PA requests.
- EDS is the new contact for pharmaceutical PA requests.

PAs processed in the current system will be transferred to the new MMIS and remain valid until their current end date.

For more information, including forms and fax numbers, go to:

http://www.oregon.gov/DHS/healthplan/notices_providers/mmis/mmispachanges.pdf

Questions?

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



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