

Alice LaBansky, Manager  
DMAP Operations

**Authorized Signature**

**Number:** DMAP-IM-08-198

**Issue Date:** 12/19/2008

**Topic:** Medical Benefits

**Subject:** Client and Provider announcements: Client Medical Care IDs delayed

**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 announcements are regarding the delay in the new DHS Medical Care ID cards and coverage letters. They will be sent the week of December 22.

The first announcement will be sent to all clients along with their new DHS Medical Care ID cards. It explains how to use the new cards and that the coverage letters will be mailed at a later date.

The second announcement will be mailed directly to providers. It explains how some clients may not have an ID despite their eligibility. Providers can verify clients' eligibility using either the Provider Web Portal or the Automated Voice Response (AVR). Clients can be looked up by either their client ID number or by both their social security number and date of birth.

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

<b>Contact(s):</b>	Client Services	Provider Services
<b>Phone:</b>	800-273-0557	800-336-6016



## ***Important Information!***

### **DHS Medical Care Identification**

---

Your new DHS medical care identification (ID) is enclosed.

Take this ID to your provider. Your provider will use the information on the ID to check your eligibility.

This ID is not a guarantee of eligibility and does not override any decision notice DHS has sent you.

Your coverage information will be sent to you at as soon as possible.

#### **Questions?**

- If you have any questions about this notice or your coverage, call the Client Services Unit at 800-273-0557.
- If you need this information in another language or different format, call your worker.



DMAP CAPE  
12/08 08-1006

### Medical Care ID cards delayed

Production of the new Medical Care ID cards has been delayed. As a result, some new OHP clients may not have a card to present for their health care appointments, even though they are eligible.

### Verifying Eligibility

If a client comes into your office without a Medical Care ID card, you can verify the client's eligibility for the Oregon Health Plan (OHP) through either of the following methods:

- Provider Web Portal  
<https://www.or-medicaid.gov>
- Automated Voice Response (AVR)  
866-692-3864

Detailed information about verifying eligibility in the new MMIS is available at [http://www.oregon.gov/DHS/healthplan/tools\\_prov/electronverify.shtml](http://www.oregon.gov/DHS/healthplan/tools_prov/electronverify.shtml).

### Provider Web Portal

If you do not know how to use the Provider Web Portal, there are instructions on the OHP Web site at <http://www.oregon.gov/DHS/healthplan/webportal.shtml>. You will find quick guides for setting up a Web portal account and verifying eligibility.

If you did not receive your PIN for the Provider Web Portal, or if you need to request a new one, please call Provider Services at the number below during regular business hours.

### Automated Voice Response

The AVR is an easy-to-use telephone system. A quick guide for looking up eligibility is located at <http://dhsforms.hr.state.or.us/Forms/Served/OE3162.pdf>.

If you did not receive your PIN for the AVR, Provider Services can give you a new one over the phone. Please call the number below during regular business hours.

### No client ID number - Use social security number/date of birth

If clients do not know their OHP client ID number (also called prime number), you can also look up their eligibility by their social security number and date of birth.

---

### 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 4:45 p.m.

For PIN and password assistance, you can e-mail [Team.Provider-Access@state.or.us](mailto:Team.Provider-Access@state.or.us).

For everything you need to know about the new MMIS, visit <http://www.oregon.gov/DHS/healthplan/mmis.shtml>.





CLIENT AND PROVIDER EDUCATION  
DIVISION OF MEDICAL ASSISTANCE PROGRAMS  
500 SUMMER STREET NE, E-35  
SALEM OR 97301-1077

TO THE OFFICE MANAGER OF:

### **More FREE MMIS provider training**

Learn how to use the new MMIS, particularly the Provider Web Portal. In addition to traditional classroom sessions, you can also attend by Web or phone.

Netlink is live, interactive training via the internet. Sessions have been scheduled for January 20, 22, 26 and 29. The teleconferences will give you the opportunity to call in and ask questions of the MMIS experts. Teleconferences have been scheduled for January 7, 14, 21 and 28.

Find more information, including how to register, on the MMIS training page at <http://www.oregon.gov/DHS/mmis/training-info.shtml>.

### **Classroom Training**

- January 6  
Roseburg
- January 8  
Portland
- January 12  
Eugene
- January 16  
Salem

### **Get paid faster with EFT**

Electronic Funds Transfer (EFT), or direct deposit of your payments from DHS, is available for both paper billers and Electronic Data Interchange (EDI) trading partners. For more information on how to apply for this service, download the form at <http://dhsforms.hr.state.or.us/Forms/Served/OE3077.pdf>.

### **Electronic Remittance Advices (RAs)**

If you are registered as an EDI trading partner, you can sign up to receive your Remittance Advice electronically. Go to [http://www.oregon.gov/DHS/edi/reg\\_testing.shtml](http://www.oregon.gov/DHS/edi/reg_testing.shtml) to find the registration form and instructions. Check the box for “835 Health Care Claim Payment/Advice (RA).” If you need assistance or would like more information on how to become an EDI trading partner, contact EDI Support Services at [DHS.EDIsupport@state.or.us](mailto:DHS.EDIsupport@state.or.us) or call 888-690-9888.