

Jon Pelkey, Manager  
 DMAP Quality Improvement & Medical Section

**Authorized Signature**

**Number:** DMAP- IM-10-080  
**Issue Date:** 6/24/2010

**Topic:** Medical Benefits

**Subject:** Managed care organization announcement: Correction to historical managed care enrollment segments

**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 post the following letter on the [MCO announcements page](#). It explains how DHS corrects managed care enrollments that have been created in error, and explains that 16,000 incorrectly historied enrollment segments will be fixed this weekend.

If you are responsible for updating client managed care enrollment in MMIS:

- Remember to end date the incorrect enrollment segment with the same date as the segment's start date.
- For example, newborns who are incorrectly enrolled in a different plan than their mother's current plan would need to have the incorrect enrollment segment ended, and a new segment created for enrollment in the mother's current plan.

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

<b>Contact(s):</b>	Tom van der Veen, DMAP Delivery Systems Manager		
<b>Phone:</b>	503-945-6349	<b>Fax:</b>	503-947-5221
<b>E-mail:</b>	<a href="mailto:tom.vanderveen@state.or.us">tom.vanderveen@state.or.us</a>		



# Oregon

Theodore R. Kulongoski, Governor

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## **OREGON HEALTH PLAN (OHP) ELECTRONIC MEMORANDUM**

**Date:** June 23, 2010  
**To:** FCHPs, DCOs, MHOs, PCO  
**From:** Jon Pelkey, DMAP Quality Improvement and Medical Section Manager  
**Re:** Correction to managed care enrollment history segments

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When clients are incorrectly enrolled into a plan, DHS histories the enrollment segment with the end date the same as the start date. When this happens, your 834 will show the client as enrolled for one day, but the enrollment will not display on the Web portal or AVR, and no capitation is paid for the client. If DHS corrects the segment retroactively, any capitation paid is recouped.

DHS has identified approximately 16,000 managed care enrollment segments in MMIS that were incorrectly historied during the period December 2008 to May 2010. The segments had end dates different than the start dates. When a segment is historied with an incorrect end date, plans may not have receive an 834 termination transaction for the affected clients, or receive an 834 with an incorrect termination date.

The weekend of June 26, DHS will correct these segments.

- For each client, there may be up to three corrected historical enrollment segments (for dental, medical and mental health plan enrollment).
- Once the correction is in place, any enrollment segments in history will have the end date be the same as the start date.
- This correction will not generate an 834 transaction.

On Friday, June 25, Kathleen Chames of DHS Actuarial Services will place plan-specific spreadsheets of these corrected enrollment segments in your SFTP mailboxes. Because the clients in these segments are not currently enrolled with your plan, you are not receiving capitation for these clients and you will not find these segments listed in the enrollment consensus validation files for your plan.

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Once you pick up these spreadsheets, please use the information to update your plan enrollment records. Review them for accuracy and report the segments as discrepancies using the MCO reconciliation template provided. DHS will track this issue as a known reconciliation issue.

Thank you for your continuing support of the Oregon Health Plan.

### **Questions?**

If you have questions about the information in this letter:

- **Medical and dental plans** – Contact your DMAP Prepaid Health Plan Coordinator.
- **Mental health plans** – E-mail Dana Peterson at [dana.c.peterson@state.or.us](mailto:dana.c.peterson@state.or.us).