

Arlene Nelson, Interim Section Manager
DMAP Operations

Authorized Signature

Number: DMAP- IM-10-133

Issue Date: 10/29/2010

Topic: Medical Benefits

Subject: Provider announcement: Mass adjustments planned for certain claims

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"/> Seniors and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

DMAP will post the following announcement to the [OHP Provider Announcements](#) Web page, and notify providers via eSubscribe, the Provider Web Portal, and banner messages on outgoing paper remittance advices.

- This summer, the MMIS contractor, Hewlett-Packard (HP) ran a series of data corrections to fix historical eligibility data for dates on or before Jan. 19, 2009.
- The letter tells providers that in November, DMAP will suspend claims with dates of service on or before Jan. 19, 2009, that processed on or after Jan. 20, 2009.

No action is required by providers or DHS staff. In November, DMAP will send another announcement that provides more details about what these suspended claims mean.

If you have any questions about this information, contact:

Contact(s):	Bonni Rose, DMAP Provider Services Manager		
Phone:	503-945-6501	Fax:	503-945-6873
E-mail:	bonni.rose@state.or.us		

Non-pharmacy providers

Mass adjustments planned for certain claims

In November, DMAP plans to reprocess and suspend non-pharmacy claims with dates of service on or before Jan. 19, 2009, that processed on or after Jan. 20, 2009.

Why is this happening?

On Jan. 19, 2009, the claims processing system received inaccurate client eligibility data that may have caused claims with these dates of service to incorrectly adjudicate.

Now that the system contains corrected eligibility data for affected dates of service, DMAP will review and reprocess the suspended claims so that they correspond with the corrected eligibility information.

What you should do?

No action is needed on your part. DMAP will send more details as they are known. To make sure you get the latest updates, keep informed:

- eSubscribe to OHP Provider Announcements. Go to www.oregon.gov/DHS/healthplan/notices_providers/main.shtml, then click on "eSubscribe to receive provider announcement updates." It's secure, fast and easy.
- Read *Provider Matters*, which provides monthly updates about claims processing issues and resolutions. New updates are posted monthly on the OHP home page at www.oregon.gov/DHS/healthplan (look under "MMIS updates").

We regret any inconvenience this may cause, and appreciate your patience as we continue to make system improvements.

Thank you for your continued support of the Oregon Health Plan and the services you provide to our clients.

Questions?

If you have any questions about this announcement, please call the Provider Services Unit at 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:30 p.m. and Fridays 10 a.m. to 4:30 p.m.

