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DMAP Operations Section

**Number:** DMAP-IM-11-124

**Authorized Signature**

**Issue Date:** 12/13/2011

**Topic:** Medical Benefits

**Subject:** Announcements about Jan. 1 system changes related to HIPAA 5010 and Oregon Companion Guide implementation

**Applies to:**

- |  |   |
|--|---|
| <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 and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers    |   |

**Message:**

DMAP will distribute the following announcements about upcoming system changes that will take place Jan. 1, 2012:

- The EDI Bulletin (page 3) is for electronic data interchange (EDI) submitters who exchange EDI transactions directly with DMAP. It explains how to make sure they will be able to exchange EDI transactions on and after Jan. 1.
- The OHP provider announcement (page 5) will be mailed to all DMAP fee-for-service providers, including nursing facilities and mental health providers. It explains some billing and eligibility verification changes. It also reminds them to check with their EDI submitter to make sure they are ready for Jan. 1 changes to EDI transactions.

In both announcements, DMAP explains that for a short period after Jan. 1, 2012, DMAP will accept 4010 transactions from fee-for-service EDI submitters who request access using the new [Oregon Medicaid 4010 Request Form](#) (DMAP 2084).

Any providers who do not anticipate being ready to exchange 5010 transactions with DMAP will need to complete the 4010 Request Form to ensure they can exchange their current 4010 transactions after Jan.1.

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

<b>Contact(s):</b>	Jason Gingerich, 5010 Project Manager
<b>E-mail:</b>	<a href="mailto:jason.w.gingerich@state.or.us">jason.w.gingerich@state.or.us</a>

### **DMAP application of the CMS 5010/D.0 non-enforcement period**

On Nov. 17, 2011, the Centers for Medicare & Medicaid Services (CMS) Office of E-Health Standards and Services announced that it would not enforce compliance with ASC X12 Version 5010, NCPDP Telecom D.0 and NCPDP Medicaid Subrogation 3.0 standards until Mar. 31, 2012.

Based on this guidance, DMAP is offering a short period of 4010/5010 dual processing beyond Jan. 1, 2012.

- DMAP will continue to support the 837 (Claim/Encounter), 820 (Capitation) and 834 (Daily/Monthly Enrollment Files) in 4010 format for a limited time after Jan. 1.
- DMAP will only support the 835 (Electronic Remittance Advice), 270/271 (Eligibility Inquiry and Response) and 276/277 (Claim Inquiry and Response) in 5010 format unless you request 4010 support using the Oregon Medicaid [4010 Request Form](#).

Once we receive your form, EDI Support Services will contact you to establish a testing plan.

For updates on DMAP’s 4010 support in 2012, eSubscribe to receive EDI Updates on the [5010 implementation page](#).

#### **5010 readiness checklist**

- ✓ **Complete and submit the EDI registration form, [Exhibit C](#), for all transactions you plan to exchange with DMAP in 5010 format.** DMAP cannot send outbound transactions until this form is submitted (e.g. 835 transactions).
- ✓ **Update your transactions according to the OR-MMIS Technical Specifications.** In all transactions, the submitter and receiver IDs for DMAP must indicate “ORDHS.”
- ✓ **Complete business-to-business testing for all inbound transactions (e.g. 837 transactions).** Your transactions must reflect the DMAP-specific requirements in the [Oregon MMIS Technical Specifications](#). DMAP cannot accept 5010 transactions until testing is complete.
- ✓ **If you will not be ready to exchange 5010 transactions starting Jan. 1,** make sure you still have access to your 4010 mailbox (starting with “TP”) so that you can send 4010 837 transactions. If you need 4010 support of other transactions, complete and submit the DMAP 2084 (4010 Request Form). DMAP cannot exchange any 4010 transactions until this form is submitted.

### **Get ready to submit 5010 transactions starting Jan. 1, 2012**

OHA will be ready for 5010 implementation on Jan. 1, 2012. You will only be able to submit 5010 transactions if you have successfully completed 5010 registration and testing with DMAP. Changes to note include:

- 270 (Eligibility Inquiry) – DMAP will no longer accept SSN inquiry criteria and will require at least two search criteria as outlined in the [Oregon Companion Guide](#).
- 837 P (Professional Claim Payment) – DMAP will only accept anesthesia amounts billed in minutes, with qualifier MJ.

- 837 (all Claim Payment transactions) – DMAP will no longer accept Medicare Allowed Amount information; DMAP will review the Medicare Paid, Medicare Deductible and Medicare Coinsurance information to determine the allowed amount.
- In all transactions, DMAP’s receiver ID is “ORDHS.” Your sender ID must be your 5010 mailbox number starting with MB.

If you have passed B2B testing, you will be able to submit 5010 transactions as originally planned starting Jan. 1. If you haven't passed B2B and want to continue to submit in 4010, you can continue to submit 4010 transactions just as you do in 2011. In order to process correctly, transactions must be placed in the correct mailbox on the correct server.

### **Complete Exhibit C to make sure you can receive DMAP’s 5010 transactions**

DMAP does not have outbound 5010 transactions for you to test at this time, but we hope to have them soon. Once available, we can only send these transactions to EDI submitters who have completed a new Exhibit C for 5010 transactions. Changes to note include:

- 271 (Eligibility Inquiry Response) – DMAP will return copayment amounts for services subject to copayment under the BMM, BMD and BMH benefit packages.
- 999 (Acknowledgement) will replace the 997.
- In all transactions, DMAP’s sender ID is “ORDHS.”

### **New Administrative Simplification website for Oregon Companion Guide standards**

The Oregon Health Authority has launched a new website providing information on [Administrative Simplification](#).

The site gives a brief overview and history of administrative simplification, a timeline and FAQs, and links to the Oregon Companion Guides.

#### **Contact EDI Support Services with questions and your 5010 registrations**

**Mailing address**

2575 Bittern St. NE, Building 33  
Salem, OR 97301

**E-mail:** [DHS.EDISupport@state.or.us](mailto:DHS.EDISupport@state.or.us)

**Fax:** 503-945-9908

**Web site:** [www.oregon.gov/OHA/edi/5010.shtml](http://www.oregon.gov/OHA/edi/5010.shtml)

## Fee-for-service providers

### Get ready for Jan. 1, 2012 system changes

Beginning Jan. 1, 2012, the Provider Web Portal at <https://www.or-medicaid.gov>, the Automated Voice Response system at 866-692-3864, and DMAP's electronic data interchange (EDI) system are changing to support HIPAA 5010 and Oregon Companion Guide requirements. Read more about the specific changes inside this letter.

### What you need to do

#### Starting today:

- If your office does not bill DMAP on paper or through the Provider Web Portal, make sure your office's software team, clearinghouse or billing service has completed HIPAA 5010 testing with DMAP or has requested to continue exchanging 4010 transactions.
  - DMAP will continue 4010 for all 837 transactions for a limited period. DMAP will support 4010 versions of other transactions upon request.
  - For updates on DMAP's 4010 support in 2012, visit the 5010 implementation page at [www.oregon.gov/OHA/edi/5010.shtml](http://www.oregon.gov/OHA/edi/5010.shtml).
- Make sure you can use your Provider Web Portal account if needed.
  - Your Provider Web Portal PIN letter contains your PIN and tells you how to set up your account.
  - If you have had your PIN letter for more than 6 months, and have not activated your account, contact DMAP Provider Services to request a new PIN letter. Allow 2 weeks for delivery.
  - Clerk passwords expire every 90 days. If you need assistance resetting your password, contact DMAP Provider Services.

#### Starting Jan. 1, 2012:

- Check OHP eligibility using the patient's 8-digit Medical Care ID plus last name or date of birth.
- Bill anesthesia services in minutes, not units, using the MJ qualifier.

## Eligibility verification changes

### New client search requirements for AVR and Web portal

- When you verify eligibility on the Provider Web Portal for Oregon Health Plan (OHP) clients, you will need to enter one of the following combinations:
  - Client ID and Date of Birth (DOB)
  - Client ID, Last Name (LN) and First Name (FN)
  - Client ID, LN and DOB
  - Client ID, FN and DOB
  - LN, FN and DOB
  - Client ID, LN, FN and DOB
- AVR will require entering the Client ID and DOB.
- If you verify eligibility through a clearinghouse or other service provider, they may have different requirements. Contact your provider to find out what those are.

### Copayment and covered service information available through AVR and Web portal

The Provider Web Portal and AVR eligibility responses will give you more detail about a benefit plan's covered services and potential copayments.

- When you click on the client's OHP benefit plan in the Web eligibility response, you will see a list of the services covered by that benefit plan any copayment amounts that apply.
- Copayments less than the stated amounts may apply for clients with third-party liability (TPL, including Medicare).

If you use AVR, you can request an eligibility verification fax that will include the covered service and copayment information.

For more information about copayments, go to [www.oregon.gov/OHA/healthplan/data\\_pubs/faqs/copay.shtml](http://www.oregon.gov/OHA/healthplan/data_pubs/faqs/copay.shtml).

### Bill anesthesia services in minutes, not units

Anesthesia claims, and adjustments made after Jan. 1, will deny if the "MJ" (minutes) qualifier is missing. DMAP will no longer accept the "UN" (units) qualifier for these services.

Until further notice, only bill for anesthesia services using EDI or paper.

## Make sure your software team, clearinghouse or billing service is ready for the Jan. 1 changes

If you use practice management software, a clearinghouse or a billing service to exchange your claims, eligibility, and/or payment information with DMAP, they need to know the following:

- All EDI submitters must complete 5010 registration and testing with DMAP in order to:
  - Submit 5010 transactions (837, 270 and 276) to DMAP; and
  - Receive DMAP's 5010 transactions (835, 271, or 277).
- DMAP will continue 4010 support for 837 (Claims) transactions for a limited time while submitters complete 5010 testing.
- After Jan. 1, DMAP will only provide 5010 support for the 270/271 (Eligibility Inquiry and Response), 276/277 (Claim Inquiry and Response) and 835 Electronic Remittance Advice unless you specifically request 4010 support.
- To request 4010 support for the 270/271, 276/277 or 835, submit the 4010 request form at <https://apps.state.or.us/Forms/Served/OE2084.pdf>.

If your EDI submitter is unable to exchange 4010 or 5010 transactions with DMAP, you can use the Provider Web Portal for billing, eligibility verification, claim status inquiries and more.

### Questions?

- **About billing:** Contact the Provider Services Unit at [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us) or call 1-800-336-6016.
- **About Provider Web Portal access:** Contact the Provider Services Unit at [team.provider-access@state.or.us](mailto:team.provider-access@state.or.us) or call 1-800-336-6016.
- **About 5010 registration and testing:** Contact EDI Support Services at [dhs.edisupport@state.or.us](mailto:dhs.edisupport@state.or.us) or call 1-888-690-9888.
- **About the Oregon Companion Guides:** Go to <http://health.oregon.gov/OHA/OHPB/health-reform/admin/index.shtml>.

### Help us improve future announcements:

Answer six survey questions at <https://survey.emp.state.or.us/cgi-bin/qwebcorporate.dll?idx=J2ESKJ>.

