



Division of Medical Assistance Programs

# Information Memorandum Transmittal

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DMAP Operations Section

**Number:** DMAP IM 12-042

**Authorized Signature**

**Issue Date:** 6/7/2012

**Topic:** Medical Benefits

**Subject:** Provider announcement: HIPAA 5010 reminder

**Applies to:**

- All DHS employees
- Area Agencies on Aging
- Children, Adults and Families
- County DD Program Managers
- County Mental Health Directors
- Seniors and People with Disabilities
- Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists

**Message:**

DMAP will post the following letter on the [OHP Provider Announcements page](#) and distribute via eSubscribe to OHP Provider Announcements and [DMAP provider guidelines](#) eSubscribe lists.

It provides a final reminder that providers who exchange information with DMAP using electronic data interchange must successfully complete testing with DMAP by Friday, June 29.

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

<b>Contact(s):</b>	EDI Support Services
<b>E-mail:</b>	<a href="mailto:dhs.edisupport@state.or.us">dhs.edisupport@state.or.us</a>

# Fee-for-service providers

**DMAP will no longer exchange 4010 information after Friday, June 29**

## Complete 5010 testing with DMAP as soon as possible

You or your authorized EDI submitter need to successfully complete 5010 testing with us in order for you to continue to exchange transactions with us after June 29.

If you do not complete testing by June 29, then you will need to exchange information using the Provider Web Portal at <https://www.or-medicaid.gov>, Automated Voice Response (AVR) at 1-866-692-3864, or paper until testing is completed.

### 5010 readiness checklist - Complete by June 29, 2012

- Confirm that your EDI submitter (software team, clearinghouse or billing service) has successfully completed 5010 business-to-business testing with DMAP for all transactions you exchange in 4010.
- Complete testing with your EDI submitter if you haven't already.
- Make sure you are able to use Provider Web Portal, AVR or paper as needed:
  - Activate your Web portal and AVR accounts if you haven't already. Call DMAP Provider Services if you need new PIN letters or need your Web portal password reset.
  - Review [Provider Web Portal resources](#) and the [AVR User Guide](#).
  - Review [paper billing instructions](#) and [how to read the paper remittance advice](#).

### Questions?

- **If you have questions about 5010 testing with DMAP**, contact EDI Support Services at [dhs.edisupport@state.or.us](mailto:dhs.edisupport@state.or.us) or call 1-888-690-9888.
- **If you have questions about Provider Web Portal, Automated Voice Response, or the paper remittance advice**, contact the Provider Services Unit at [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us) or call 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:30 p.m. and Friday 10 a.m. to 4:30 p.m. (phone lines closed 11:25 a.m. to 12:30 p.m. daily).

### Help us improve future announcements:

[Click here](#) to answer six survey questions about this provider announcement.

