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DMAP Operations Section

**Number:** DMAP-IM-12-090

**Authorized Signature**

**Issue Date:** 09/21/2012

**Topic:** Medical Benefits

**Subject:** Provider training and resource updates

**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 is posting the following resources on the [OHP Provider Announcements](#) page and distributing via eSubscribe:

- **Quarterly training flyer (page 2):** This features the Fall 2012 Provider Web Portal training calendar. It also includes recent updates about ICD-10, the Provider Web Portal and provider resources (*e.g.*, forms and handbooks). It will be mailed for one month in all outgoing paper remittance advices.
- **Provider training and resources flyer (page 4):** This includes basic resources and common phone numbers for providers. It will be included in all outgoing PIN letters for Provider Web Portal and Automated Voice Response access.

These flyers replace the existing [RA and PIN letter insert about Summer 2012 training](#).

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

<b>Contact(s):</b>	DMAP Client and Provider Education
<b>E-mail:</b>	<a href="mailto:dmap.distribution@state.or.us">dmap.distribution@state.or.us</a>

## Recent news

### ICD-10

New compliance date is Oct. 1, 2014. Sign up for federal ICD-10 Industry Updates to keep informed:

[https://public.govdelivery.com/accounts/USCMS/subscriber/new?topic\\_id=USCMS\\_608](https://public.govdelivery.com/accounts/USCMS/subscriber/new?topic_id=USCMS_608)

### Coordinated care organizations

When verifying eligibility and enrollment through the Provider Web Portal (PWP), please note:

- CCO members who receive both physical and mental health care through their CCO have the code **CCOB** listed for their CCO.
- CCO members who only receive mental health care through their CCO have the code **CCOE**.

Find more CCO information for providers at [www.oregon.gov/oha/OHPB/pages/health-reform/providers/index.aspx](http://www.oregon.gov/oha/OHPB/pages/health-reform/providers/index.aspx).

### NPI fields on PWP claims

If you have an NPI, you need to use it when billing on the Provider Web Portal. If you share your NPI with other service locations, you will also need to enter the taxonomy code or ZIP+4 for the location you are billing for.

### Keep informed!

To receive provider announcements, policy changes and critical updates by e-mail, go to

<https://public.govdelivery.com/accounts/ORDHS/subscriber/new?>

## Resource updates

### OHP policies, rules and guidelines

Supplemental information guides now contain only program-specific information.

New Prior Authorization Handbook available for services that require authorization from DMAP.

[www.dhs.state.or.us/policy/healthplan/guides/main.html](http://www.dhs.state.or.us/policy/healthplan/guides/main.html)

### EDMS Coversheet

New Web version includes form instructions and fax numbers for easier use.

<https://apps.state.or.us/Forms/Served/de3970.pdf>

### Medicaid Electronic Health Record Incentive Program

Provider manuals now include information on reporting meaningful use.

<http://medicaidehrincentives.oregon.gov/oha/MHIT/Pages/faq.aspx>

### Provider Matters

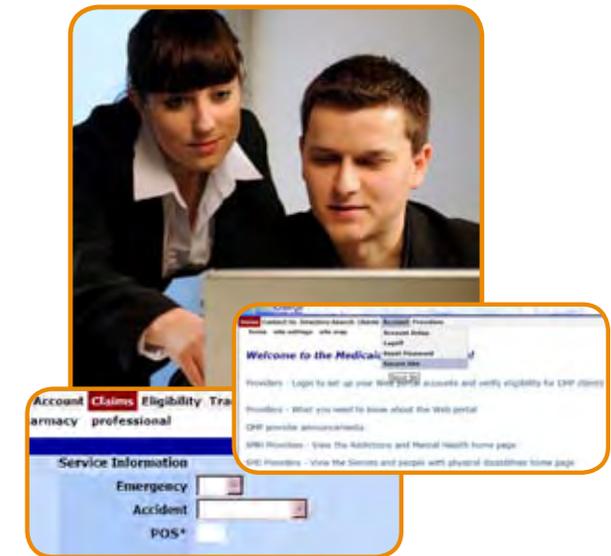
DMAP's monthly newsletter is now an e-bulletin. View recent updates at [https://public.govdelivery.com/topics/ORDHS\\_175/feed.rss](https://public.govdelivery.com/topics/ORDHS_175/feed.rss)

### Billing tips

All handbooks, quick references and step-by-step guides are updated:

[www.oregon.gov/oha/healthplan/pages/tools\\_prov/tips/main.aspx](http://www.oregon.gov/oha/healthplan/pages/tools_prov/tips/main.aspx)

## Fall 2012 provider updates



View our current training schedule and learn about updated forms, guides and other provider resources.

# Fall 2012 Provider Training Schedule

<b>Webinars</b> - Attend live training from the comfort of your desk.	<b>October</b>	<b>November</b>	<b>December</b>
<b>Oregon Health Plan (OHP) Basics</b> - Client eligibility, benefits, OHP funding, Web site navigation and the basics you need to serve OHP clients	Oct. 4, 1-3 p.m.	Nov. 6, 1-3 p.m.	Dec. 6, 9-11 a.m.
<b>PWP Eligibility Verification</b> - Verify client eligibility, including benefit plan, health plan enrollment and client copay information	Oct. 2, 9-9:45 a.m.	Nov. 6, 9-9:45 a.m.	Dec. 4, 1-1:45 p.m.
<b>PWP Prioritized List and Benefits Inquiry</b> - View the Prioritized List to determine OHP funding and covered services	Oct. 2, 10-10:45 a.m.	Nov. 6, 10-10:45 a.m.	Dec. 4, 2-2:45 p.m.
<b>PWP Prior Authorization</b> - Submit and review prior authorization (PA) requests	Oct. 2, 11-11:45 a.m.	Nov. 6, 11-11:45 a.m.	Dec. 4, 3-3:45 p.m.
<b>PWP Claims</b> - Bill DMAP for Medicaid services using the Provider Web Portal. Register by claim type:			
■ PWP Professional Claims	Oct. 4, 9-9:45 a.m.	Nov. 1, 9-9:45 a.m.	Dec. 6, 1-1:45 p.m.
■ PWP Institutional Claims	Oct. 4, 10-10:45 a.m.	Nov. 1, 10-10:45 a.m.	Dec. 6, 2-2:45 p.m.
■ PWP Crossover and Secondary Claims	Oct. 4, 11-11:45 a.m.	Nov. 1, 11-11:45 a.m.	Dec. 6, 3-3:45 p.m.
<b>Classroom training</b> - One-day sessions held from 9 a.m. to 3 p.m.	<b>October</b>	<b>November</b>	<b>December</b>
<b>PWP Overview</b> - Includes information from all PWP Webinars	Oct. 11, Salem	N/A	Dec. 13, Portland

## How to register

Go to the OHP Training page at [www.oregon.gov/oha/healthplan/pages/tools\\_prov\\_training.aspx](http://www.oregon.gov/oha/healthplan/pages/tools_prov_training.aspx) and click on "Provider Web Portal (PWP)."

- For Webinars - Click the title of the training you want to attend, then click the date.
- For classroom training - Click the date you want to attend.

## Questions about training? Contact us:

E-mail [provider-trng.dmap@state.or.us](mailto:provider-trng.dmap@state.or.us) or call 503-945-6549.

## Learn more about the Provider Web Portal

See updated resources at [www.oregon.gov/OHA/healthplan/pages/webportal.aspx](http://www.oregon.gov/OHA/healthplan/pages/webportal.aspx).

## New Training for Fall 2012

ICD-10 Educational Conference - Oct. 29-30 (Webinar)  
Presented by the Centers for Medicare & Medicaid Services

- Learn about the challenges, opportunities and resources available as you move to ICD-10.
- Registration is limited (1 guest per organization) - Share the Webinar with your organization by setting up a room, computer with Internet, and projector for viewing.
- More information to come! Check back at the OHP Training page for updates.

## Training and resources for Oregon Health Plan providers

Sign up for free trainings to help continue your support of OHP clients

### Provider training - Available year-round at your computer

Attend live training from the comfort and convenience of your own desk. Our trainer, Jennifer Smith, will guide you through free, interactive sessions. Classes include:

OHP Basics	Provider Web Portal*
Learn the basics about OHP, including: <ul style="list-style-type: none"> <li>■ Billing options</li> <li>■ Prioritized List-- what it is, how to use it</li> <li>■ Eligibility verification</li> <li>■ OHP on the Web</li> <li>■ Provider resources</li> </ul>	Provider Web Portal (PWP) classes we offer include: <ul style="list-style-type: none"> <li>■ Eligibility</li> <li>■ Prioritized List</li> <li>■ Prior Authorization</li> <li>■ Claims</li> </ul> *Also offered in full-day classroom setting



Jennifer Smith, Provider Trainer

Sign up for these and other trainings on our OHP Training page at [www.oregon.gov/oha/healthplan/pages/tools\\_prov/training.aspx](http://www.oregon.gov/oha/healthplan/pages/tools_prov/training.aspx). Check back often—New training is offered frequently.

### Keys to Success - Get the provider materials you need

Visit [www.oregon.gov/oha/healthplan/pages/tools\\_prov/newproviders.aspx](http://www.oregon.gov/oha/healthplan/pages/tools_prov/newproviders.aspx) to get our *Keys to Success* for the basics of what you need to know to do business with DMAP, such as:

Question	Answer
Who is an OHP client?	Verify client eligibility before providing services, and make sure you know whom to bill (DMAP or the plan).
What services does OHP cover?	Verify benefit coverage, copayment responsibility, and request prior authorization as needed.
What if there are payers?	Identify and bill all other payers first, including Medicare. Medicaid is always the payer of last resort.
How do I bill?	Bill electronically whenever possible. We only require paper claims when attachments are required, or to bill for services more than 12 months old.

### Keep informed!

eSubscribe to receive important information via e-mail: provider announcements, policy changes and critical updates.

Go to <https://public.govdelivery.com/accounts/ORDHS/subscriber/new?> to get started.

### Know who to call for help

See reverse for more information.





# Who to call for help

For mailing addresses and other resources, see our full Provider Contacts List at [www.oregon.gov/oha/healthplan/Pages/contact\\_us.aspx](http://www.oregon.gov/oha/healthplan/Pages/contact_us.aspx).

For questions about services to OHP health plan members, contact the plan first.

<b><i>For help with...</i></b>	<b><i>Contact...</i></b>
OHP diagnosis/treatment pairs Prioritized List of Health Services	Benefit RN Hotline 800-393-9855; 503-945-5939 (Salem)
Transplant claims	Claims Management Group 800-527-5772
Electronic Data Interchange (EDI)	EDI Support Services 888-690-9888 <b>dhs.edisupport@state.or.us</b>
Suspected client or provider fraud	888-FRAUD01 <b>www.oregon.gov/DHS/aboutdhs/fraud/</b>
Changing addresses or other enrollment information Direct deposit	Provider Enrollment 800-422-5047 <b>provider.enrollment@state.or.us</b> To sign up for direct deposit, complete the form at <b>https://apps.state.or.us/Forms/Served/de0189.doc</b> ; return completed form with a canceled check.
Complex billing questions Provider appeals Redetermination requests Out-of-state claims	Provider Services 800-336-6016 <b>dmap.providerservices@state.or.us</b>
PIN/password resets and questions for Provider Web Portal and AVR	Provider Services 800-336-6016 <b>team.provider-access@state.or.us</b>
<b><i>Fee-for-Service Prior Authorization Contacts</i></b> <i>For services to plan members, contact the plan.</i>	
Dental services (including hospital dentistry)	DMAP Dental Coordinator 503-945-6505 (Salem)
Prescription drugs and oral nutritional supplements	Oregon Pharmacy Call Center 888-202-2126
Nursing delegation for Medically Fragile Children	Medically Fragile Children's Unit 971-673-2974 or 971-673-3000
Non-emergent medical transportation	Local transportation brokerage - see <b>www.dhs.state.or.us/policy/healthplan/guides/medtrans/broker-list-map.pdf</b> .
All other services	DMAP Medical Management 800-642-8635; 503-945-6821 (Salem)