

Dale Elder, Manager
DMAP Operations Section

Number: DMAP-IM-12-092

Authorized Signature

Issue Date: 9/24/2012

Topic: Medical Benefits

Subject: Provider announcements about electronic billing and direct deposit

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 mail the following letters and post the first two as [OHP Provider Announcements](#):

- **Direct deposit letter (page 1):** Sent to approximately 2,600 providers who recently received paper checks. It tells them how to sign up to receive their Oregon Medicaid payments using direct deposit.
- **Electronic billing letter (page 3):** Sent to 87 providers who submitted a high volume of paper claims* between May and July 2012. The letter tells them that they can submit all of their claims using the Provider Web Portal or electronic data interchange.
- **Combined electronic billing and direct deposit letter (page 5):** Sent to 159 providers who recently received paper checks, and submitted a high volume of paper claims.*

These letters support DMAP's Medicaid Billing Enhancement project, a joint effort by DMAP, OIS-MMIS and HP staff to reduce paper processing volume.

**The 247 providers identified for the electronic billing letters submitted almost 53,000 paper claims between May and July. These providers submitted 100 or more claims between May and July, and their paper claim volume was 20 percent or more of their total claim volume.*

If you have any questions about this information, contact:

Contact(s):	DMAP Client and Provider Education
E-mail:	dmap.distribution@state.or.us

September 21, 2012

«AddressBlock»

To: Oregon Health Plan providers

From: Dale Elder, Manager
Operations Section, DMAP

Subject: Still getting paper checks? Consider direct deposit

We recently mailed a paper check to your office. Have you considered using direct deposit to receive your Oregon Medicaid payments?

Direct deposit is secure and simple.

With **direct deposit**, we deposit a payment to your checking or savings account. You no longer need to worry about lost or stolen checks or taking a trip to the bank—If you submit claims by Friday, you can receive your direct deposit payment as soon as the following Wednesday.

What you should do?

Simply return the form on the back of this letter along with a voided check or fill it out electronically at <https://apps.state.or.us/Forms/Served/DE0189.doc>.

Thank you for your support

Thank you for your continued support of the Oregon Health Plan and the services you provide to our clients. We hope you join us in our efforts to reduce paper processes and “go green” by 2014.

Questions?

If you have any questions, please contact DMAP Provider Enrollment at 800-422-5047.

Help us improve future announcements:

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



Direct Deposit Authorization Form for Providers, Vendors and Contractors



Section A — Payee information

Payments received for the following provider/vendor/contractor numbers:			
Number: _____	Number: _____	Number: _____	Number: _____
Type of action: <input type="checkbox"/> New (<i>Start</i>) <input type="checkbox"/> Change <input type="checkbox"/> Cancel (<i>Stop</i>)			
Social Security or FEIN number: _____			
Name and mailing address: _____			
Phone number: _____		E-mail address: _____	

Section B — Financial institution information

Account type: <input type="checkbox"/> *Savings OR <input type="checkbox"/> *Checking		<input type="checkbox"/> *Personal OR <input type="checkbox"/> *Business	
*Copy of voided check or official bank verification is required.			
Bank name: _____	Bank routing number: _____	Bank account number: _____	
Name(s) as they appear on account: _____			
Location of account numbers are on bottom of your check:		<i>For</i>	

Section C — Authorization

Important! Please read and sign before submitting.

- This form is used to authorize direct deposit to a checking or savings account** – For all Department of Human Service (DHS) and Oregon Health Authority (OHA) programs and payment systems.
- Cancel/change account** – To **cancel** this authorization, submit a new form and check the cancel (STOP) box checked, sign and date the form and remit as instructed below. Cancel/change account - by selecting the "change" box and completing the form with new account information, or by selecting the "cancel" box, you hereby revoke your previous authorization for direct deposit.
- International transaction certification** – I certify that the entire amount of my direct deposit is NOT ultimately deposited into a financial institution outside the United States.

I certify that I have read and understand the information contained in this form. I acknowledge that the origination of transactions to the authorized account must comply with provisions of Oregon and US law. I certify that I am authorized to enter into this agreement as the account holder.

Signature of account holder: _____ Date: _____

Office use only	<input type="checkbox"/> OR-Kids <input type="checkbox"/> MMIS <input type="checkbox"/> SFMA <input type="checkbox"/> CBC/CEP	Date processed: _____	Initial: _____
	Original documentation on file with DHS: _____		Date: _____
Signature: _____			

When this form is complete:

- Attach a copy of a voided check or official bank verification of the account name, routing number and account number. **This information is required for all new accounts.** (Deposit slips not accepted.)
- Return or FAX 503-945-6860 completed form and voided check or bank verification to:
Department of Human Services/Oregon Health Authority, Office of Financial Services, Attn: EFT Coordinator
500 Summer Street NE, E-82, Salem, OR 97301-1080.
- Retain copy for your records.

September 21, 2012

«AddressBlock»

To: Oregon Health Plan providers

From: Dale Elder, Manager
Operations Section, DMAP

Subject: Bill DMAP electronically for faster claim processing and lower denial rates

We recently received paper claims you mailed to us for processing. We are writing to let you know that billing electronically for all your claims is not only faster and results in lower denial rates, but can save you time and money.

Paper claims are seldom required

You can bill DMAP as secondary payer electronically; you do not need to attach the primary payer's Explanation of Benefits (EOB). If you need to submit attachments, we will let you know.

You have two ways to bill DMAP electronically: The Provider Web Portal (PWP) at <https://www.or-medicaid.gov> and Electronic Data Interchange (EDI).

Provider Web Portal

Get real-time feedback about missing information or claim errors, so you submit clean claims every time.

- PWP is secure and requires a new Personal Identification Number (PIN) for initial access.
- Order a new PIN by e-mailing team.provider-access@state.or.us. Include your National Provider Identifier (NPI). We will send you a new PIN within 3-4 days.

Find quick guides, links to PWP training and more at www.oregon.gov/OHA/healthplan/Pages/webportal.aspx.

Electronic Data Interchange

Your current office management software may already be set up to exchange EDI transactions directly with DMAP. Contact your vendor for pricing information. If you already use a clearinghouse, ask if they do business with DMAP, this may be a good opportunity to streamline your billing processes.

Learn more about how to get started at www.oregon.gov/oha/edi/Pages/getting_started.aspx.

Thank you for your support

Thank you for your continued support of the Oregon Health Plan and the services you provide to our clients. We hope you join us in our efforts to reduce paper claims and “go green” by 2014.

Questions?

- **About the Provider Web Portal:** Contact the Provider Services Unit at **dmap.providerservices@state.or.us** or call 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:00 p.m. and Friday 10 a.m. to 4:00 p.m. (phone lines closed 11:30 a.m. to 12:30 p.m. daily).
- **About Electronic Data Interchange:** Contact EDI Support Services at **dhs.edisupport@state.or.us** or call 1-888-690-9888, Monday through Friday, 8:00 a.m. to 5:00 p.m.

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