

Donald Ross, Manager
DMAP Policy and Planning Section

Number: DMAP IM 12-108

Authorized Signature

Issue Date: 10/17/2012

Topic: Medical Benefits

Subject: **Provider announcement:** Correction of some Oct. 5 payment recovery errors

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 mailing the following letter to 84 providers. It tells them that we are returning payments we incorrectly recovered from them on Oct. 5. They will get the returned payments during the Oct. 19 payment cycle.

The following provider types were affected by this error. The error was related to the data DMAP used to set up the recovery; there is no error in how claims process for these providers.

- Behavioral Rehabilitation Services
- Family Planning Clinics
- Tribal health centers (for services to tribal members)
- Targeted Case Management Services
- Aging and People with Disabilities (APD) nursing services (including Community-Based Nursing services)

If you have any questions about this information, contact:

Contact(s):	Sharon K. Hill, MMIS Implementation Coordinator		
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E-mail:	sharon.k.hill@state.or.us		



Date: October 17, 2012

To: OHP providers

From: Don Ross, Manager
Policy and Planning Section, DMAP

Subject: Correction of October 5 claim recovery errors

For billing ID:

This week, the Division of Medical Assistance Programs (DMAP) is reprocessing a small number of payments made to you in August for services to clients enrolled in a coordinated care organization (CCO). This will allow us to refund those payments to you with the October 19th billing cycle.

Why is this happening?

On October 5th, DMAP mistakenly recovered these payments, with instructions to rebill the CCO for payment.

What you should do?

No action is required on your part. You do not need to bill the CCO for these claims. We are submitting the claims this week so that we can return payments to you in the Oct. 19 payment cycle.

What you will see on your remittance advice or the Provider Web Portal

On the paper remittance advice, electronic remittance advice, and Provider Web Portal, most claims will show as new (not adjusted) claims with an Internal Claim Number (ICN) beginning with "22."

For claims that DMAP is able to adjust, the adjustment ICN will begin with "59" to indicate adjustment on the Provider Web Portal.

Thank you for your support

Thank you for your continued support of the Oregon Health Plan and the services you provide to Oregon's most vulnerable people. I apologize for any inconvenience this may cause. As we continue to work toward system improvements, we appreciate your patience and understanding.

Questions?

About this announcement: Please 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).

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>.