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DMAP Operations Section

**Number:** DMAP-IM-12-113

**Authorized Signature**

**Issue Date:** 10/18/2012

**Topic:** Medical Benefits

**Subject:** Provider announcement: October 2012 "Provider Matters"

**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 post the following [OHP Provider Announcement](#) and send it as an e-mail bulletin to subscribers of OHP Provider Announcements, MCO Announcements, OHP Tools for Providers, EDI Updates and MMIS-What's New eSubscribe lists.

"Provider Matters" is a monthly provider newsletter. This month's issue includes updates regarding Coordinated Care Organizations, new hospice and nursing facility training. It also contains reminders about the ICD-10 conference, Synagis® (RSV prophylaxis) reimbursement, and billing electronically for clients with other health coverage resources.

*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>

# Provider Matters - October 2012

Monthly updates about claim processing, policy and resources for Oregon Medicaid providers

In this issue:

## Health System Transformation

[Join OHA for the FFS-CCO Transition Webinar](#)  
[New CCO resource for providers](#)

## Other provider updates

[Enter space after client last name for correct document processing](#)  
[Reminders about Synagis® reimbursement](#)  
[Sign up now for ICD-10 Conference \(Oct. 29 and 30, 2012\)](#)  
[Use the Provider Web Portal or electronic data interchange for all secondary billing](#)  
[Coming soon: Training on billing for nursing facility residents receiving hospice care](#)

## Join OHA for the FFS-CCO Transition Webinar

On November 1, 2012, most fee-for-service (FFS) Oregon Health Plan (OHP) clients will transition to a Coordinated Care Organization (CCO). Please [join us](#) for a presentation on the development and status of CCOs and the FFS population. The Webinar will be held:

**Monday, October 22, 2012**

**12 p.m. – 1 p.m.**

[Register Today](#) (Space is limited)

Cathy Kaufmann, Administrator for the Office of Client and Community Services/Healthy Kids, will lead the discussion about what the FFS transition will look like for FFS members and providers and how FFS providers can connect with the CCO(s) in their community. There will be time for questions and answers.

For current information on the FFS transition to CCOs, visit [www.health.oregon.gov](http://www.health.oregon.gov).

## New CCO resource for providers

With the upcoming November 1 transition of FFS clients to CCOs, the state is moving away from the FFS, or open card, structure and most clients will be part of a CCO.

If you are not part of your local CCO panel and would like to be, please contact the CCO(s) in your community. [Provider contact information for all CCOs is available online](#). Go to [www.health.oregon.gov](http://www.health.oregon.gov) and click on "Info for providers."

## Enter space after client last name for correct document processing

When entering the client's name on documents sent to DMAP's central PO boxes or fax numbers, please make sure to put a space after the comma that separates the last name from the first name and middle initial. Otherwise, our system will read the first name as part of the last name. Example:

- Correct spacing: **Doe, Jane A**
- Missing space: **Doe,Jane A**

With the missing space, our system reads client's last name as **Doe,Jane** and you may get a denial for client name and ID mismatch.

## Reminders about Synagis® reimbursement

Please [read our reminders](#) about reimbursement of respiratory syncytial virus (RSV) immunoprophylaxis during RSV season. Reminders include:

- Most patients will be eligible for five doses or less, depending on the patient's risk factors. This limit includes any doses the patient may have already received in the hospital.
- Obtain the patient's weight within 30 days of your PA request to ensure optimal dosing. The authorized dose will be 15 mg/kg intramuscularly.

RSV season is Nov. 1 to Mar. 31, or as identified by the [Oregon Public Health Division's weekly RSV report](#).

## Sign up now for the ICD-10 Educational Conference (Webinar)

The federal Centers for Medicare and Medicaid Services will present a conference to help providers and plans learn about the challenges, opportunities and resources available as we move to ICD-10.

- Registration is now open and closes Thursday, Oct. 25.
- Space is limited to 1 guest per organization.
- Share the Webinars with everyone at your organization by setting up a central conference room with Internet access and computer/projector to display them.

Sign up for both one-day sessions to get all the information offered! Read [our conference flyer](#) to learn more.

- [Register for Day 1](#) – Monday, Oct. 29, 8 a.m. to Noon
- [Register for Day 2](#) – Tuesday, Oct. 30, 8 a.m. to Noon

## Use the Provider Web Portal or electronic data interchange (EDI) for all secondary billing

You can now bill DMAP electronically for all claims for services to clients with Third Party Liability (other coverage, including Medicare).

- Claims where TPL **denied coverage for reasons such as “Claim Under Deductible” and “Maximum Benefits Exhausted”** no longer **require the primary payer’s EOB.**
- Attachments are seldom required when billing DMAP as a secondary payer. If we need an attachment, we will let you know.

To learn more about billing DMAP electronically as a secondary payer, contact EDI Support Services and ask about **Coordination of Benefits**. You can also attend DMAP’s [Provider Web Portal training about secondary billing](#).

## Coming soon – Training on billing for nursing facility residents who receive hospice care

Hospice providers, nursing facility providers, Coordinated Care Organizations, and Managed Care Organizations need to know details about the new January 1, 2013 payment process for hospice patients residing in nursing facilities.

Learn more about available training and register using the following links:

- [Hospice Organizations - Payment Process for Nursing Facility Residents](#)– Wednesday, Nov. 28, 9 to 11 a.m.
- [Nursing Facility Organizations - Payment Process for Room and Board](#) – Wednesday, Nov. 28, 2:30 to 4:30 p.m.
- [Overview for Nursing Facilities and Hospice Organizations](#) – Thursday, Nov. 29, 9 to 11 a.m.

## Need help?

Find more phone numbers, e-mail addresses and other resources in DMAP’s [Provider Contacts List](#).

**Claim resolution** - Contact [Provider Services](#) (800-336-6016).

**EDI and the 835 ERA** - Contact [EDI Support Services](#) (888-690-9888).

**Direct deposit information and provider enrollment updates** - Contact [Provider Enrollment](#) (800-422-5047).

**Pharmacy and prescriber questions (for technical help and fee-for-service prescription PAs)** - Contact the Oregon Pharmacy Call Center at 888-202-2126. You can also fax PA requests to 888-346-0178.

**Prior authorization status** – Call the DMAP PA Line at 800-642-8635 or 503-945-6821 (outside Oregon).

**Provider Web Portal help and resets** - Contact [Provider Services](#) (800-336-6016).

### Help us improve future announcements:

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



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