

Donald Ross, Manager
DMAP Policy and Planning Section

Number: DMAP-IM-12-131

Authorized Signature

Issue Date: 12/03/2012

Topic: Medical Benefits

Subject: Provider announcement: Correction of some Nov. 16 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"/> Aging 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 APD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

DMAP is mailing the following letter to 15 providers. It tells them that we are returning payments we incorrectly recovered from them on Nov. 16. They will get the returned payments during the Dec. 7 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.

- Hospitals
- Laboratories
- Clinics
- Physicians

If you have any questions about this information, contact:

Contact(s):	Sharon K. Hill, MMIS Implementation Coordinator		
Phone:	503-945-6957	Fax:	503-373-7689
E-mail:	sharon.k.hill@state.or.us		



Date: December 3, 2012

«AddressBlock»

To: OHP providers

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

Subject: Correction of November 16 claim recovery errors

For billing ID:«BILL_ID»

The Division of Medical Assistance Programs (DMAP) is reprocessing a small number of payments made to you in September and October 2012 for services to clients enrolled in a coordinated care organization (CCO). This will allow us to refund those payments to you with the December 7 payment cycle.

Why is this happening?

On November 16, 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 December 7 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 using 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>.