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DMAP Operations Section

Number: DMAP-IM-12-138

Authorized Signature

Issue Date: 12/21/2012

Topic: Medical Benefits

Subject: Provider announcements – Winter 2013 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"/> 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 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 1):** This features the Winter 2013 Provider Web Portal training calendar. It also includes clarification about Coordinated Care Organization (CCO) coverage for CCOB and CCOE members; provider resource updates (*e.g.*, updated rulebooks, new [OHP provider training videos](#) and a new issue of the [Oregon State Drug Review](#)). It will be mailed for one month in all outgoing paper remittance advices.
- **Provider training and resources flyer (page 3):** 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. It now includes information about OHP provider training videos and explains when to use the [EDMS Coversheet](#).

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

If you have any questions about this information, contact:

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

Reminders

Coordinated care organizations

When verifying eligibility and enrollment for CCO members, 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**.

This means if a CCO member is coded CCOE, you need to bill DMAP, not the CCO, for all physical health services (including prescriptions).

If a CCO member is coded CCOB, you bill the CCO for both physical and mental health services.

Find more CCO information for providers at www.oregon.gov/oha/OHPB/pages/health-reform/providers/index.aspx.

Continue to bill DMAP for non-emergent transportation and 7/11 mental health prescriptions

With the transition to CCOs, billing for non-emergent medical transportation services and 7/11 drugs has not changed. Please bill DMAP (not the CCO) for these services.

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

Administrative rulebooks have been completed for all programs through November 2012.

All current and past rulebooks are now posted in a new *Administrative Rulebooks* section on each program's Web page.

www.dhs.state.or.us/policy/healthplan/guides/main.html

Resources for NDC reporting for physician-administered drugs

The OHP Billing Tips page now includes a list of the appropriate Unit of Measure (UOM) to use for each drug that requires NDC reporting.

www.oregon.gov/oha/healthplan/pages/tools_prov/tips/main.aspx

Oregon State Drug Review

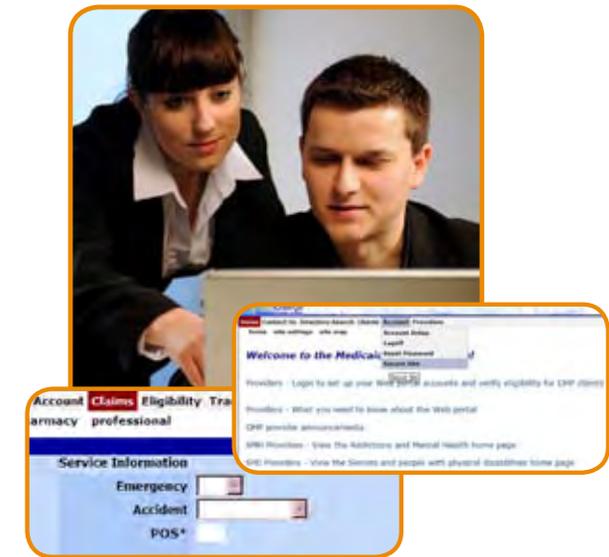
The December 2012 issue of the *Oregon State Drug Review* is now available and focuses on "The Future of New Obesity Medications."

The *Drug Review* provides drug utilization reviews, therapeutic guideline reviews, and cost-effective prescribing recommendations to Medicaid providers and pharmacies throughout Oregon.

DMAP sends e-mail updates to OHP Provider Announcement subscribers whenever a new issue is posted.

http://pharmacy.oregonstate.edu/drug_policy/newsletter

Winter 2013 provider updates



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

Winter 2013 Provider Web Portal (PWP) Training Schedule

Webinars - Attend live training from the comfort of your desk.	January	February	March
PWP Prior Authorization - Submit and review prior authorization (PA) requests.	Jan. 17, 9-9:45 a.m.	Feb. 5, 9-9:45 a.m.	Mar. 6, 9-9:45 a.m.
PWP Claims - Bill DMAP for Medicaid services using the Provider Web Portal. Register by claim type:			
■ PWP Professional Claims	Jan. 16, 9-9:45 a.m.	Feb. 7, 9-9:45 a.m.	Mar. 5, 9-9:45 a.m.
■ PWP Institutional Claims	Jan. 16, 10-10:45 a.m.	Feb. 7, 10-10:45 a.m.	Mar. 5, 10-10:45 a.m.
■ PWP Crossover and Secondary Claims	Jan. 17, 10-11 a.m.	Feb. 5, 10-11 a.m.	Mar. 6, 10-11 a.m.

How to register

Go to the OHP Training page at www.oregon.gov/oha/healthplan/pages/tools_prov/training.aspx and click on "Provider Web Portal (PWP)." Click the date of the training you want to attend.

Questions about training? Contact us:

E-mail provider-trng.dmap@state.or.us or call 503-945-6549.

Need a PWP password reset or new PIN?

E-mail team.prov-access@state.or.us or call 1-800-336-6016.

Learn more about the Provider Web Portal

See updated resources at www.oregon.gov/OHA/healthplan/pages/webportal.aspx.

What you can find on the OHP training page:

- Self-paced step-by-step guides
- Webinar registration links
- Past Webinars on video

Topics include billing, CCOs, electronic data interchange registration, eligibility verification, Medicaid EHR Incentive Program, National Drug Code reporting, the paper remittance advice, and more.

Get training anytime with Webinar videos

No sign up or software needed—Just press play. Find us on YouTube!

<http://www.youtube.com/user/ORGovOHA>

Oregon Health Plan Basics - Client eligibility, benefits, OHP funding, Web site navigation and the basics you need to serve OHP clients.

PWP Eligibility Verification - Verify client eligibility, including benefit plan, health plan enrollment and client copay information.

PWP Prioritized List and Benefits Inquiry - View the Prioritized List to determine OHP funding and covered services

ICD-10 Conference, Days 1 and 2 - Learn about the opportunities and resources available as you move to ICD-10.

Jan. 1 changes to nursing facility payment process for Oregon Medicaid residents who elect hospice care - View Webinars for nursing facilities and hospice providers.

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 free training from the comfort and convenience of your own desk.

Webinar videos - Available anytime	Provider Web Portal (PWP) Webinars - Interactive sessions
Just press play for these and other topics: <ul style="list-style-type: none"> ■ OHP Basics - The basics of being an OHP provider ■ PWP eligibility verification ■ PWP Prioritized List inquiry 	Provider Web Portal (PWP) classes we offer include: <ul style="list-style-type: none"> ■ Prior authorization ■ Professional claims ■ Institutional claims ■ Secondary and crossover claims



Find videos, Webinar sign-up, self-help guides, and other resources on our OHP Training page at www.oregon.gov/oha/healthplan/pages/tools_prov/training.aspx. Check back often for training and resource updates.

Keys to Success - Get the provider materials you need

Visit 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 other payers?	Identify and bill all other payers first, including Medicare. Medicaid is 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.
How do I make sure you receive my documents?	Submit claim documentation, provider enrollment forms and prior authorization documents with the EDMS Coversheet at https://apps.state.or.us/Forms/Served/de3970.pdf as the cover for each transaction. We will not process or return requests that are missing this cover sheet.

Keep informed!

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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.

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

<i>For help with...</i>	<i>Contact...</i>
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 dhs.edisupport@state.or.us
Suspected client or provider fraud	888-FRAUD01 www.oregon.gov/DHS/aboutdhs/fraud/
Changing addresses or other enrollment information Direct deposit	Provider Enrollment 800-422-5047 provider.enrollment@state.or.us To sign up for direct deposit, complete the form at https://apps.state.or.us/Forms/Served/de0189.doc ; return completed form with a canceled check.
Complex billing questions Provider appeals Redetermination requests Out-of-state claims	Provider Services 800-336-6016 dmap.providerservices@state.or.us
PIN/password resets and questions for Provider Web Portal and AVR	Provider Services 800-336-6016 team.provider-access@state.or.us
<i>Fee-for-Service Prior Authorization Contacts</i> <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 www.dhs.state.or.us/policy/healthplan/guides/medtrans/broker-list-map.pdf .
All other services	DMAP Medical Management 800-642-8635; 503-945-6821 (Salem)