

Rhonda Busek, Provider Services Director

**Authorized Signature**

**Number:** OHP-AR-16-001

**Issue Date:** 06/13/2016

**Topic:** Medical Benefits

**Effective Date:** 07/02/2016

**Subject:** Medicaid Management Information System (MMIS) downtime scheduled for July 4 weekend

**Applies to (check all that apply):**

- |                                     |                               |                                     |   |
|-------------------------------------|-------------------------------|-------------------------------------|---|
| <input type="checkbox"/>            | All DHS employees             | <input type="checkbox"/>            | County Mental Health Directors                                |
| <input checked="" type="checkbox"/> | Area Agencies on Aging        | <input checked="" type="checkbox"/> | Aging and People with Disabilities                            |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): Health Systems<br>Medicaid/CHIP staff |
| <input checked="" type="checkbox"/> | County DD Program Managers    |                                     |   |

**Action Required:**

**Please review the following communications and talking points** about MMIS downtime. The downtime is scheduled to occur from 8 p.m. Saturday, July 2 through 1 a.m. Monday, July 4.

**Please encourage providers and partners to submit claims, prior authorization requests, and time-sensitive requests well ahead of the downtime.** The [June 13 provider letter](#) lists important cutoff times.

**Please encourage clients to get prescription refills completed no later than July 1.** Pharmacies will be unable to bill OHP for prescriptions during the downtime, which may cause pharmacies to refuse service.

**During the July 2-4 downtime, do not perform any updates** in ONE, OR-Access, OR-Kids or other systems that exchange real-time information with the MMIS.

**Reason for Action:**

Over the July 4 weekend, OHA plans to upgrade the hardware and operating system for Oregon's MMIS as part of the MMIS Hardware Refresh (HwR) project. OHA will perform the upgrade during the scheduled downtime.

During the downtime:

- DHS/OHA staff will be unable to perform any updates in MMIS.

- MMIS will be unable to send or receive real-time updates between ONE, OR-Access, OR-Kids and other system interfaces.
- Systems that interact with MMIS, including the Provider Web Portal, Automated Voice Response, and pharmacy point of sale (for real-time prescription processing), will be unavailable.

To notify providers and plans, OHA has prepared the following communications:

- [Letter to all providers](#), to be sent by Provider Web Portal, GovDelivery and the banner page of paper remittance advices
- [Fact sheet](#) for coordinated care organizations. This is also available on the [CCO Encounter Data](#) page.

Follow-up reminders and program-specific communications sharing these resources will also go out later this month.

**Field/Stakeholder review:**     Yes     No

**If yes, reviewed by:**    APD, CAF-SS, CAF-CW, OIS, ONE

*If you have any questions about this information, contact:*

<b>MMIS upgrade questions:</b>	Dale Southmayd, HwR Project Manager <a href="mailto:dale.a.southmayd@state.or.us">dale.a.southmayd@state.or.us</a>
<b>Provider communications:</b>	HSD Client and Provider Education <a href="mailto:hsd.distribution@state.or.us">hsd.distribution@state.or.us</a>
<b>Pharmacy questions:</b>	HSD Pharmacy Program <a href="mailto:dmap.rxquestions@state.or.us">dmap.rxquestions@state.or.us</a>
<b>CCO questions:</b>	Mary Durrant, Service Data Reporting Manager <a href="mailto:mary.durrant@state.or.us">mary.durrant@state.or.us</a>

# Oregon Health Plan



Talking points about MMIS downtime scheduled for July 2-4, 2016

*Last updated 6/20/2016*

## Background info

Over the July 4 weekend, OHA plans to upgrade the hardware and operating system for Oregon's MMIS as part of the MMIS Hardware Refresh (HwR) project. OHA will perform the upgrade during the scheduled downtime.

The downtime is scheduled to start at 8 p.m. on Saturday, July 2 and end on 1 a.m. Monday, July 4. During this downtime:

- DHS/OHA staff will be unable to perform any updates in MMIS.
- Real-time updates to MMIS, including updates from ONE and other eligibility systems, will not occur.
- Systems that interact with MMIS, including the Provider Web Portal, Automated Voice Response, and pharmacy point of sale for real-time prescription processing, will be unavailable.

## Communications

To notify providers and plans, OHA has prepared the following communications:

- [Letter to all providers](#), to be sent by Provider Web Portal, GovDelivery and the banner page of paper remittance advices
- [Fact sheet](#) for coordinated care organizations. This is also available on the [CCO Encounter Data](#) page.
- [Fax to Oregon pharmacies](#) (issued June 17)
- [Provider readiness fact sheet](#) (posted June 20)
- [June 2016 Provider Matters](#) (issued June 20)

## Text for customer call centers

When on the phone with customers, please tell them about the scheduled downtime if appropriate. The downtime should not affect members, unless they are trying to fill fee-for-service (FFS, or "open card") prescriptions or get urgent care over the weekend.

The downtime should not affect CCO members.

### ***For members who get medical care/prescriptions FFS:***

- Our systems will be down the July 4 weekend.
- This means pharmacies cannot fill "open card" prescriptions after 8 p.m. on Saturday, July 2 or on Sunday, July 3.
- If you have prescriptions that you need to refill soon, please get your refills done by Friday, July 1.

### ***For providers:***

- Our claim and eligibility systems will be down the July 4 weekend. This means the Provider Web Portal, Automated Voice Response and pharmacy point of sale will also be down.

- The downtime is scheduled to start at 8 p.m. on Saturday, July 2 and end on 1 a.m. Monday, July 4.
- Make sure to submit claims by Thursday, June 30. If you bill on paper, mail them a week earlier.
- During the downtime, you can verify eligibility with the MCO/CCO for MCO/CCO members, but cannot verify FFS (open card) eligibility with OHA.
- If you provide services to someone in good faith as an OHP member, OHA will honor the claim.
- We expect payments for all claims submitted by June 30 to run on time.
- Go to [www.oregon.gov/OHA/healthplan](http://www.oregon.gov/OHA/healthplan) and click on “Announcements” to learn more.
- You can also sign up for “OHP Provider Announcements,” check Provider Web Portal messages, or the banner page of your paper remittance advice for updates.

***For plan contacts:***

- Our claim and eligibility systems will be down the July 4 weekend. This means the Provider Web Portal and pharmacy point of sale will also be down.
- We are also asking that no encounter files be submitted the week of June 27. Please let your submitters know so that they don’t submit during this time.
  - Please submit all encounter files by 5 p.m. Friday, June 24.
  - After, do not submit any encounter files until at least 1 a.m. Monday, July 4
- We expect all financial transactions and payments to run on time, as long as all files are submitted by 5 p.m. June 24.
- Go to [www.oregon.gov/OHA/healthplan](http://www.oregon.gov/OHA/healthplan) and click on “Tools for Plans” to learn more.

***For community partners:***

- Our eligibility systems will be down the July 4 weekend. This means we will be unable to accept updates from the ONE Applicant Portal during this time.
- The downtime is scheduled to start at 8 p.m. on Saturday, July 2 and end on 1 a.m. Monday, July 4.
- Please do not submit applications or updates through the Applicant Portal during this time.

**Questions and answers**

***Why is this happening?***

We are upgrading the hardware and operating system of our Medicaid Management Information System (MMIS).

***Will the Provider Web Portal work better now?***

It will look and function the same, but work better. We hope that the upgrade will mean less downtime and fewer “critical errors.”

***What will happen if I submit after your deadline?***

**For providers:** It means that we won’t process your claims until the following weekend.

**For plans:** This may affect our ability to process all encounters before the scheduled downtime.

***How can I verify eligibility over the weekend?***

The downtime is scheduled to start at 8 p.m. on Saturday, July 2 and end on 1 a.m. Monday, July 4. The Automated Voice Response, Provider Web Portal and EDI real-time 270/271 transaction will not be available during this time.

This means you can verify eligibility until 8 p.m. Saturday. After that, you will need to verify eligibility after the downtime ends.

If you need to verify eligibility for MCO/CCO members, check with the MCO/CCO. The downtime does not affect MCO/CCOs.

***What if the downtime changes?***

If it goes beyond 1 a.m. Monday, or if we have changes to the planned downtime schedule, we will send notices by GovDelivery (eSubscribe – OHP Provider Announcements and other lists) and the Provider Web Portal. Pharmacies will be notified by fax.