

## MMIS upgrade and related downtime

Over the July 4 weekend, the Oregon Health Authority (OHA) plans to upgrade the hardware and operating system for Oregon's Medicaid Management Information System (MMIS).

This document explains how this work will affect coordinated care organizations (CCOs).

### What this upgrade means

Once this upgrade is complete, for the MMIS and Provider Web Portal at <https://www.or-medicaid.gov>:

- 1) There will be no changes in how you interact with these systems.
- 2) The only difference should be improved performance.

### Planned downtime 8 p.m. Saturday, July 2 through 1 a.m. Monday, July 4

The upgrade will be performed starting 8 p.m. on Saturday, 7/2/2016 through 1 a.m. Monday, 7/4/2016. The MMIS and Provider Web Portal will be unavailable during this upgrade period.

- 1) To ensure timely processing of CCO encounter claims, we need all encounter files submitted by 5 p.m. Friday, 6/24/2016.
- 2) Please do not submit any encounter files from 5 p.m. Friday, 6/24/2016 through at least 1 a.m. Monday, 7/4/2016. Please be sure to alert your submitters of this as well so that they do not submit on your behalf during this time period.
- 3) OHA will run all financial transactions and payments by 5 p.m. Saturday, 7/2/2016.
- 4) OHA will resume accepting and processing encounter claims on Monday, 7/4/2016.

### Planned downtime communications

Starting the week of June 6, we will communicate to providers and pharmacies about how the downtime affects them. We will send standard downtime reminders through GovDelivery, the Provider Web Portal and banner messages on outgoing paper remittance advices.

If there are any changes to the planned downtime schedule, or if the planned downtime extends past 1 a.m. Monday, July 4, we will let you know.

### Questions?

OHA is committed to implement this upgrade with little to no impact on our partners.

If you have any questions about how the downtime will affect CCO interactions with EDI or the Provider Web Portal, please contact Mary Durrant, Service Data Reporting Manager at [mary.durrant@state.or.us](mailto:mary.durrant@state.or.us).