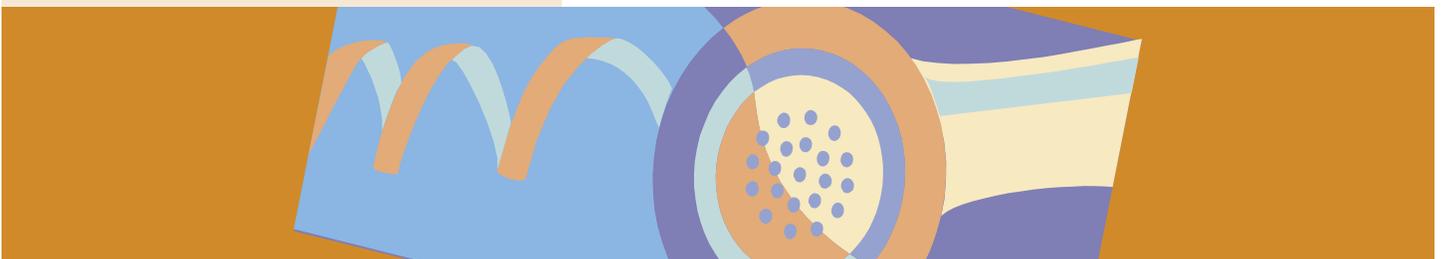




DMAP Services Directory

September 2007

Department of Human Services
Division of Medical Assistance
Programs



DMAP mailing information

Department of Human Services
Division of Medical Assistance Programs
500 Summer St NE
Salem, OR 97301

DMAP mail codes

The mail code follows the street address. See unit listings for exceptions to these codes.

Office of the Administrator	E49
Budget and Finance	E49
Operations	E44
Policy and Planning	E35
Quality Improvement and Medical	E49
Research, Education and Development	E35

E-mail addresses by topic

GroupWise addresses are in parentheses.

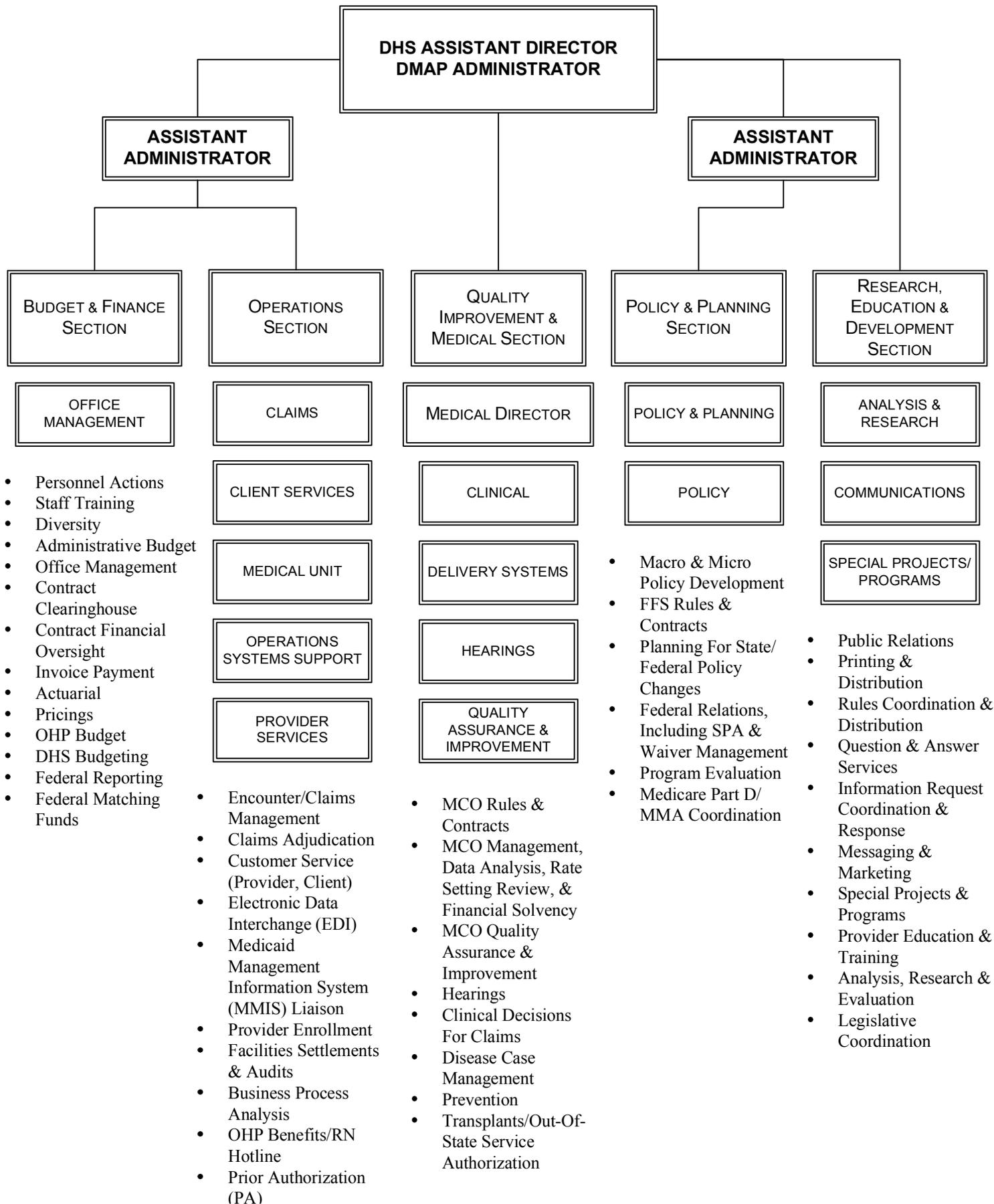
Communications	dmap.distribution@state.or.us (DISTRIBUTION, DMAP)
Electronic Data Interchange or HIPAA	dhs.edisupport@state.or.us (EDISUPPORT, DHS)
Managed care enrollment screen updates	ces.dmap@state.or.us (DMAP, CES)
Provider billing and customer service	dmap.providerservices@state.or.us (PROVIDERSERVICES, DMAP)
Provider enrollment	provider.enrollment@state.or.us (ENROLLMENT, PROVIDER)
Staff training	dmap.training@state.or.us (TRAINING, DMAP)
Stakeholder comments and input	comments.omap@state.or.us (OMAP, COMMENTS)
All other topics	dmap.info@state.or.us (INFO, DMAP)

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Division of Medical Assistance Programs (DMAP)



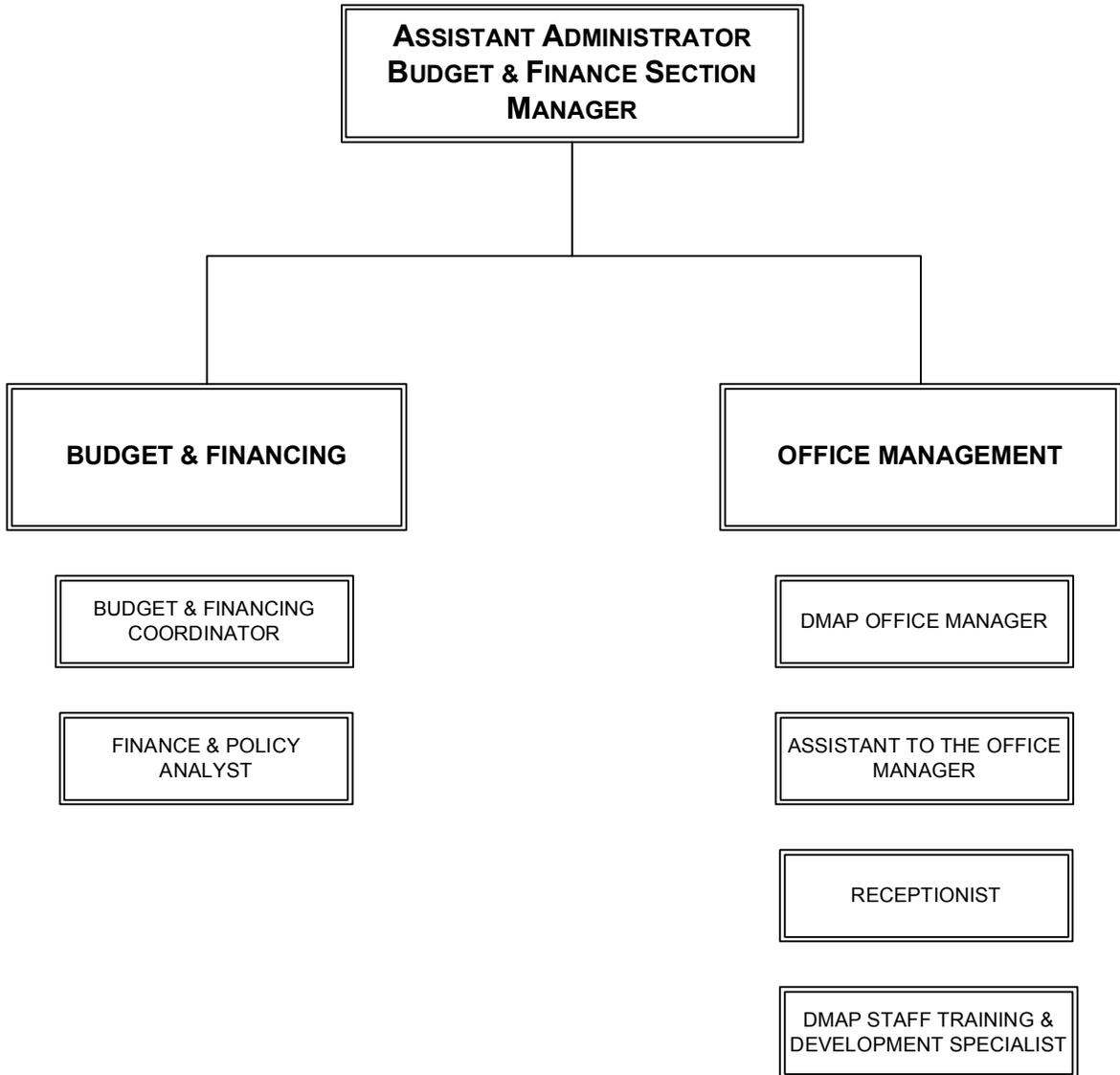
DMAP Administration



DMAP Office of the Administrator

<p>Phone 503-945-5769</p> <p>Fax 503-373-7689</p>	<p>This office carries out the goals and objectives of the Division of Medical Assistance Programs (DMAP) to manage the design, implementation, and evaluation of multiple statewide programs and activities in support of the Oregon Health Plan (OHP). Responsibilities include:</p> <ul style="list-style-type: none">■ Provide leadership■ Determine policy and program priorities■ Assure conformance to legal requirements■ Integrate and coordinate interagency activities■ Ensure effective use of resources
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DMAP Budget and Finance Section



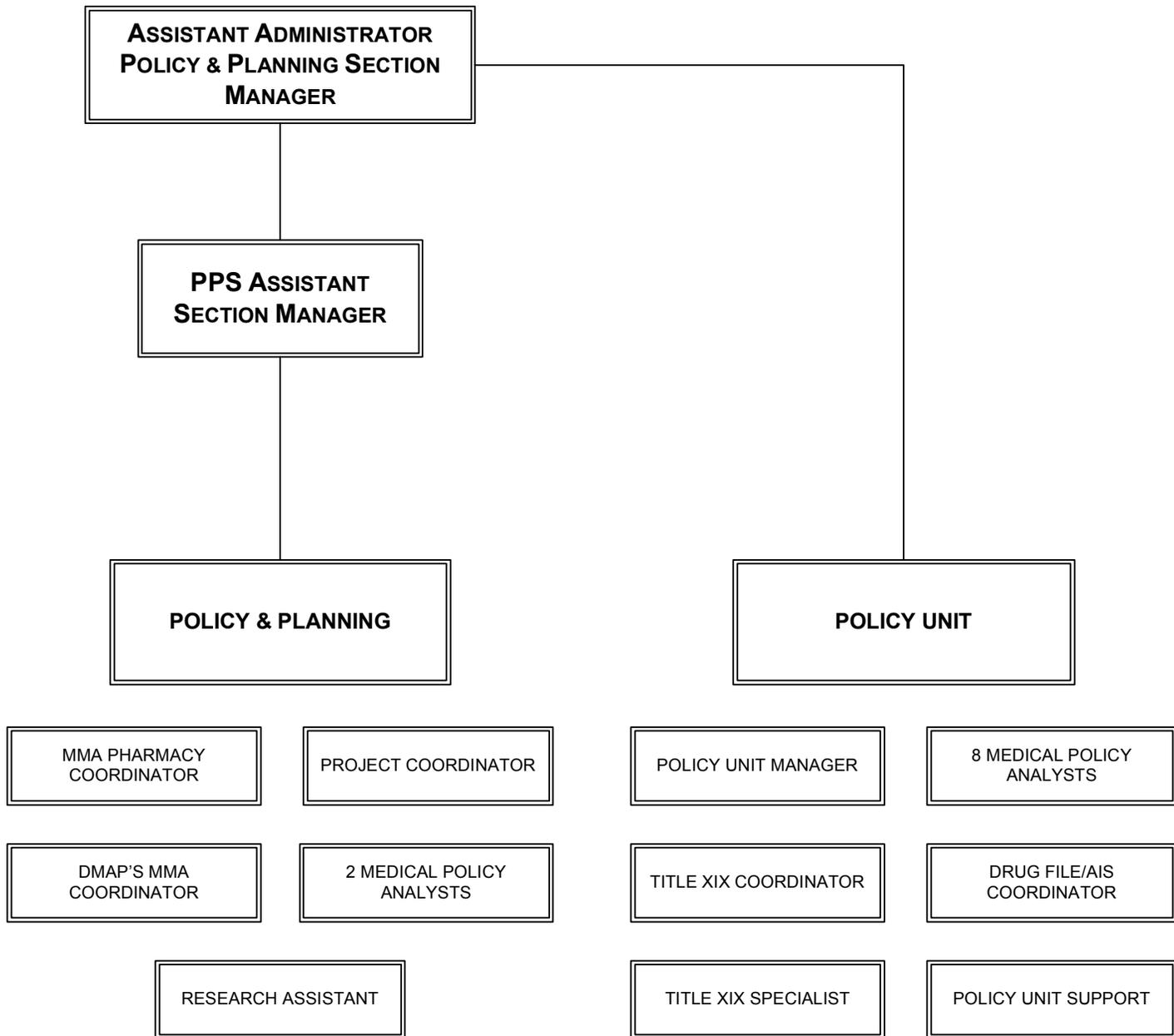
DMAP Budget and Finance Section

<p>Phone 503-945-5774</p> <p>Fax 503-373-7689</p>	<p>This section is responsible for DMAP office management, DMAP budgeting and OHP program budgeting. Specific services include:</p> <ul style="list-style-type: none">■ Personnel actions■ Staff training■ Diversity■ Administrative budget■ Contract clearinghouse and financial oversight■ Invoice payments■ Actuarial services■ Pricings■ Program budget■ DHS budgeting■ Federal reporting■ Federal matching funds
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Office Management

Office management staff handle the DMAP administrative budget, personnel, payroll, purchasing, business services, space planning, word processing services, staff training, and reception functions.

DMAP Policy and Planning Section



DMAP Policy and Planning Section

<p>Phone 503-945-5754</p> <p>Fax 503-373-7689</p>	<p>This section is responsible for all medical service programs and coordination of activities related to the administration of the Title XIX Program, the Title XXI Children’s Health Insurance Program (CHIP), and the Medicaid demonstration of the OHP.</p> <p>Staff design, develop, implement, monitor and maintain Medicaid medical service programs to comply with state and federal regulations. They also develop cost control measures to ensure expenditures are within budget. Specific services include</p> <ul style="list-style-type: none">■ State Plan Amendments and waivers■ Contract development and coordination■ Coordination with federal project officers■ Liaison to Health Resources Commission and Health Services Commission
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Policy & Planning Unit

This unit coordinates DMAP’s administration of Medicare Modernization Act (MMA) policy implementation, and conducts administrative reviews. It also oversees Medicaid program policy for School-Based Health Services and Medical Transportation.

Policy Unit

Fax 503-947-1119

This unit is responsible for Title XIX, Title XXI, the Medical Assistance Program and Prescription Drug File activities. Staff serve as liaisons with state and federal agencies, MCOs, advocacy groups, and professional provider organizations to maintain Medicaid program policy in the following areas:

- Administrative Exams and Reports
- Behavioral Rehabilitation Services
- Dental Services
- Durable Medical Equipment
- Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs)
- Home Enteral/Parenteral Nutrition and IV Services
- Home Health
- Hospice
- Hospital Services
- Indian Health Services
- Medical-Surgical Services
- Pharmaceutical Services
- Physical and Occupational Therapy
- Private Duty Nursing
- Speech-Language Pathology, Audiology and Hearing Aid Services
- Targeted Case Management
- Vision Services

DMAP Quality Improvement and Medical Section



DMAP Quality Improvement and Medical Section

Phone 503-945-6488	<p>In this section, the Medical Director provides clinical support, medical policy recommendations, and acts as an external, clinical, professional liaison. Units in this section provide following services:</p> <ul style="list-style-type: none">■ MCO management, including data analysis, rate setting review, and financial solvency coordination■ MCO quality assurance and improvement monitoring■ Hearings and administrative reviews■ Clinical decisions for claims■ Disease management and related projects■ Transplant authorization review
Fax 503-373-7689	

Clinical Unit

Phone 503-945-6488

This unit maintains the DMAP administrative rules for transplant services. Registered nurses authorize payment for organ transplants and out-of-state services. They also coordinate projects about disease case management.

Delivery Systems Unit

Phone 503-945-6524

Fax 503-947-5221

Mail Code E35

A liaison between DMAP and the MCOs, this unit manages customer service and enrollment issues for the MCOs. It develops and monitors the prepaid health plan, primary care management (PCM), and dental care organization delivery systems. It coordinates the OHP (Managed Care) administrative rules and contracts. It also monitors and evaluates the financial solvency of the MCOs serving OHP clients.

Hearings Unit

Phone 503-945-5785

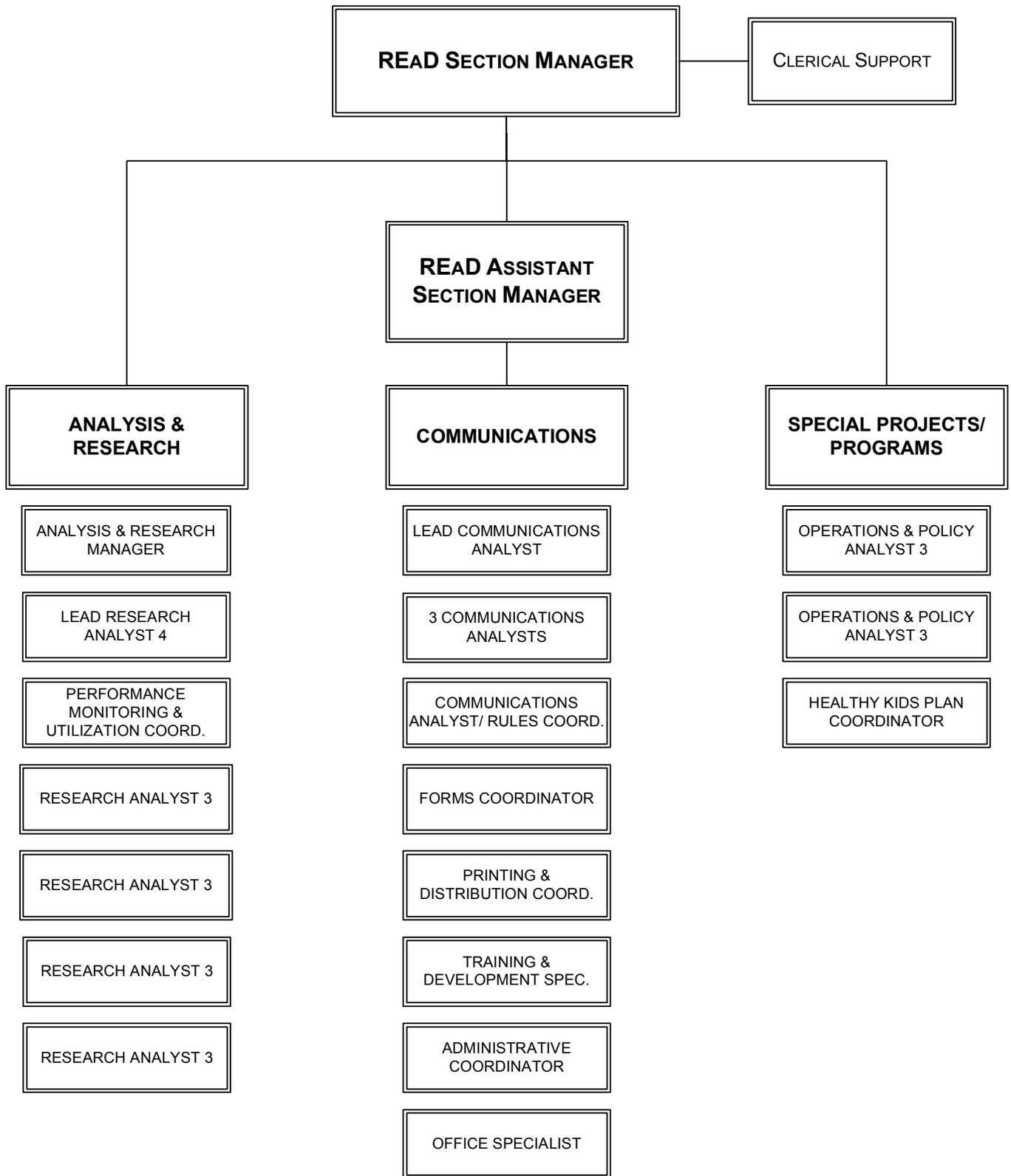
This unit handles administrative hearings involving DMAP and managed care/policy coordination.

Quality Assurance & Improvement Unit

Phone 503-945-6964

This unit evaluates and monitors the quality assurance (QA) and quality improvement (QI) processes of the MCOs serving OHP clients. QA/QI staff also coordinate and promote preventive health care strategies, such as tobacco cessation.

DMAP Research, Education and Development (REaD) Section



DMAP Research, Education and Development Section

Phone 503-947-5240	<p>This section is responsible for ensuring the quality and consistency of DMAP public relations and information presented to a variety of groups, including the Governor’s Office, the legislature, other agencies, community groups, providers, clients, applicants, and the general public. Specific services include:</p> <ul style="list-style-type: none">■ Coordinated response to information requests■ Administrative Rule coordination■ Analysis, research and evaluation■ Legislative coordination■ Provider education and training■ Outreach coordination and training■ Printing and distribution
Fax 503-373-7689	

Analysis & Research Unit

This unit performs ongoing research, data analysis and evaluation of the OHP.

Communications Unit

Phone 503-947-5281

Fax 503-947-5221

dmap.distribution@state.or.us

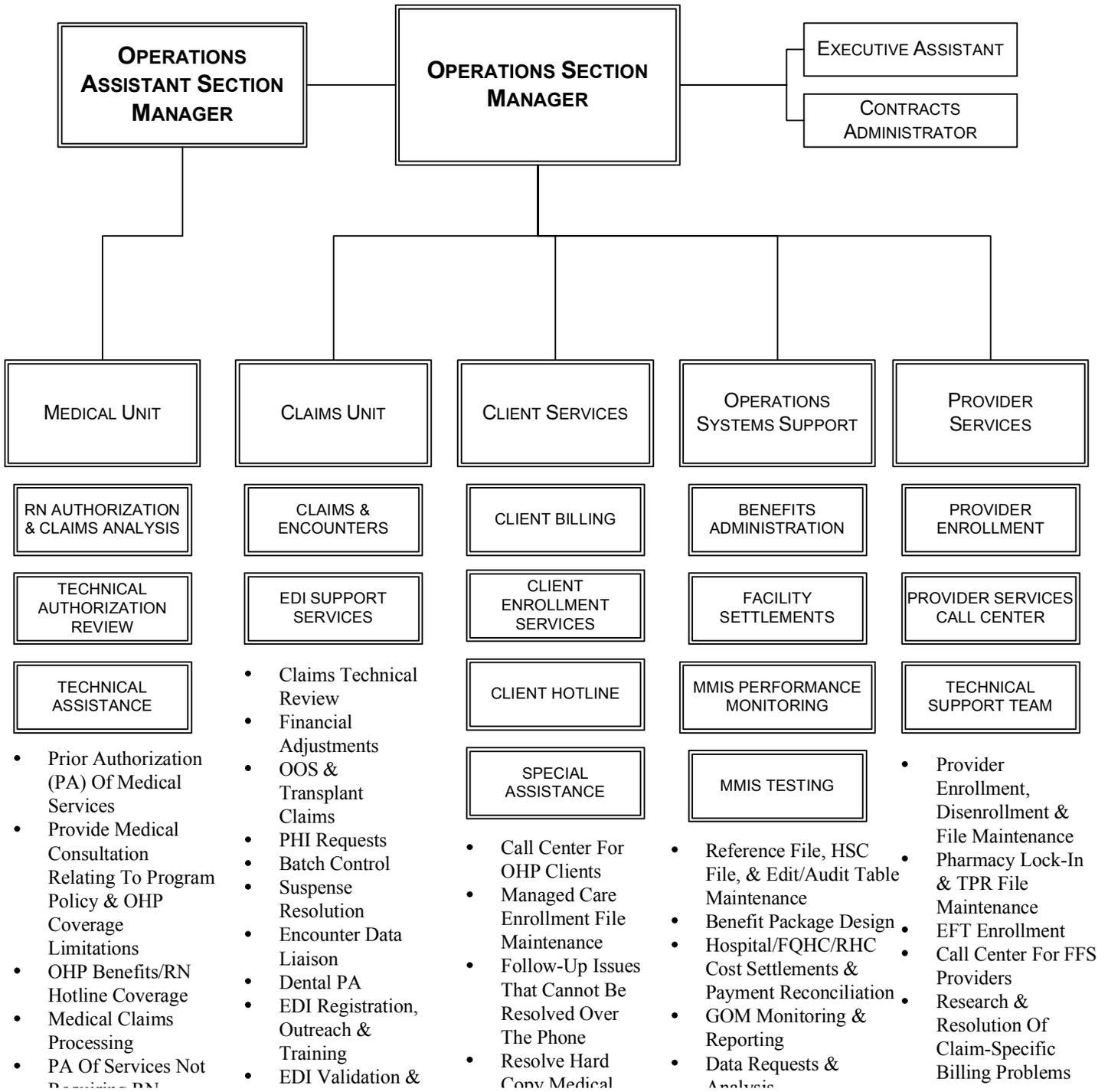
This unit is responsible for filing and posting of DMAP’s Oregon Administrative Rules; provider training; and coordination of the Senior Prescription Drug Assistance Program (SPDAP). It is also responsible for drafting, editing and distribution of written material for OHP clients, MCOs and health care providers, other state agencies, and the general public.

Special Projects/Programs Unit

This unit prepares documents for waiver development and negotiations, program restructuring issues, legislative requests, Governor's Office requests, interaction with other programs and governmental entities, and other projects.

It also coordinates special programs that expand awareness of OHP health care issues, including coordination of outreach facilities, outreach training, and Oregon’s Healthy Start/Grow Smart program. It is responsible for planning, implementation, monitoring, reporting and evaluating an OHP Medicaid demonstration to expand coverage to uninsured children as part of the Governor’s Healthy Kids Plan.

DMAP Operations Section



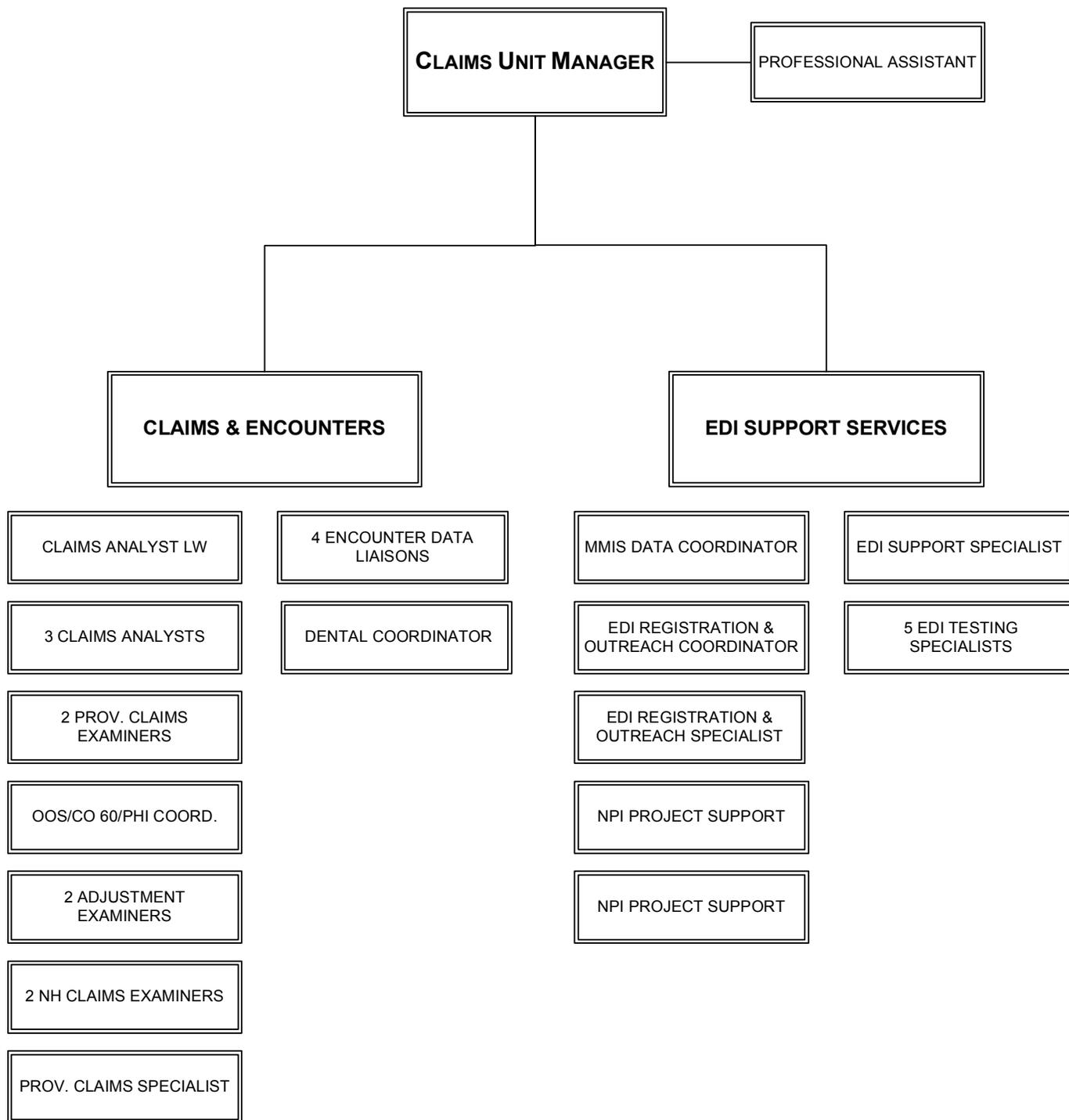
DMAP Operations Section

<p>Phone 503-945-6655</p> <p>Fax 503-947-5359</p>	<p>This section ensures the delivery of medical payments to medical care providers. Specific services include:</p> <ul style="list-style-type: none">■ Claims management, adjudication, and exception claims processing (non-clinical)■ Customer service for OHP clients and providers■ Managed care enrollment assistance■ Reports and analysis on claims processing and other Operations functions■ Electronic data interchange (EDI) support services■ Medicaid Management Information System (MMIS) liaison■ Provider enrollment■ Facilities settlements and audits (hospitals, FQHCs, RHCs)■ Workflow analysis and design■ Prior authorization and RN hotline■ Electronic funds transfer■ Premium payment coordination■ Technical and encounter data management
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Contract Management

The Contracts Administrator develops and monitors contracts assigned to Operations, including the OHP premium contract. This position serves as liaison between DMAP, DHS field staff and OHP contractor staff, including the OHP Premium Billing Office.

Operations Section: Claims Unit



DMAP Operations Section — Claims Unit

Phone 503-945-6537	This unit ensures appropriate processing of fee-for-service (FFS) and encounter claims. It also distributes MMIS computer reports, maintains the Claims microfilm library, and handles the Private Health Insurance program. It includes the following 3 teams:
Fax 503-947-1177	

Claims

Claims staff process suspended FFS claims for duplicate payment, prior authorization, service limitations, and missing or invalid information. They also handle claims for County 60, transplant services, nursing facilities, state institutions and residential treatment centers. They coordinate with the DHS Office of Payment Accuracy and Recovery (OPAR)* to process refunds, recoupments, returned or canceled checks, special checks, advanced payments and capitation refunds.

Encounters

Phone 503-945-5805

Encounter staff ensure the integrity and validity of encounter claims submitted by the MCOs serving OHP clients. They monitor MCO data submissions for contract compliance. They also assist with prior authorization of, and access to, dental care services*.

EDI Support Services

Phone 888-690-9888
dhs.edisupport@state.or.us

EDI staff ensure that claims submitted via Electronic Data Interchange (EDI)* enter the payment system for processing. They help providers register for, test, and successfully exchange EDI transactions with DMAP for billing and claims/eligibility inquiries. They also facilitate the registration of National Provider Identifiers and taxonomy codes. They facilitate the HIPAA EDI Transaction and Codes Sets (TCS) implementation process, and educate DMAP providers about how to comply with TCS standards.

*Additional Information

OPAR Medical Payment Recovery
2575 Bittern St NE Bldg 33, Rm 262
Salem OR 97301-4521

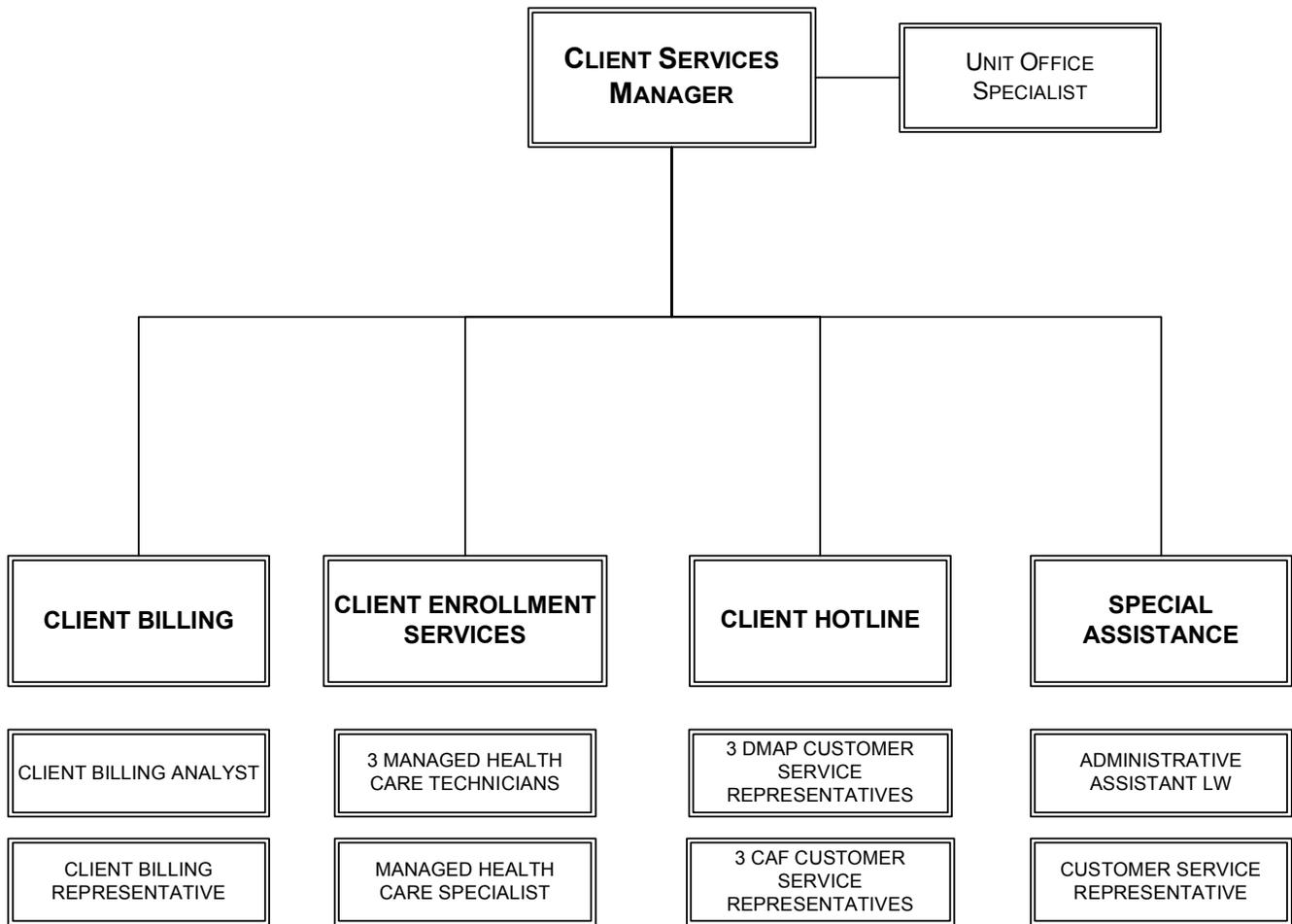
Phone 503-947-4250
TTY 800-375-2863
Fax 503-391-2360

DMAP Dental Coordinator
503-945-6506

DHS EDI Support Services
Phone 888-690-9888

www.oregon.gov/DHS/admin/hipaa/edi.shtml

Operations Section: Client Services Unit



DMAP Operations Section — Client Services Unit

Phone 503-945-5804	<p>This unit is the customer service center for OHP clients. Staff members help clients navigate a complex system of health financing rules and MCO protocols. Unit functions include:</p> <ul style="list-style-type: none">■ Advising clients■ Referring clients to other resources■ Investigating complaints and facilitating resolution■ Issuing Certificates of Creditable Coverage for clients who leave OHP to move to commercial health insurance■ Processing requests to change an assigned pharmacy for clients in the Pharmacy Management Program. <p>CSU is organized in 4 teams:</p>
Fax 503-945-6898	

Client Billing

This team researches and assists clients with medical bills received from OHP providers.

Client Enrollment Services

Phone 503-945-6523

Fax 503-945-6873

ces.dmap@state.or.us

This team maintains the integrity of the MCO enrollment files by assisting DHS branch offices with client enrollment issues, monitoring exceptions to enrollment, ensuring accurate and timely capitation payments, and resolving MCO inquiries about appropriate enrollment or capitation.

Client Hotline

Phone 800-273-0557

This team answers the OHP Hotline and obtains information from the caller to help address client concerns about access to, limitations on, or quality of their OHP benefits or services. If they cannot resolve the issue over the phone, staff refer the call to the appropriate resource.

Special Assistance

This team researches and assists clients with issues requiring follow-up action.

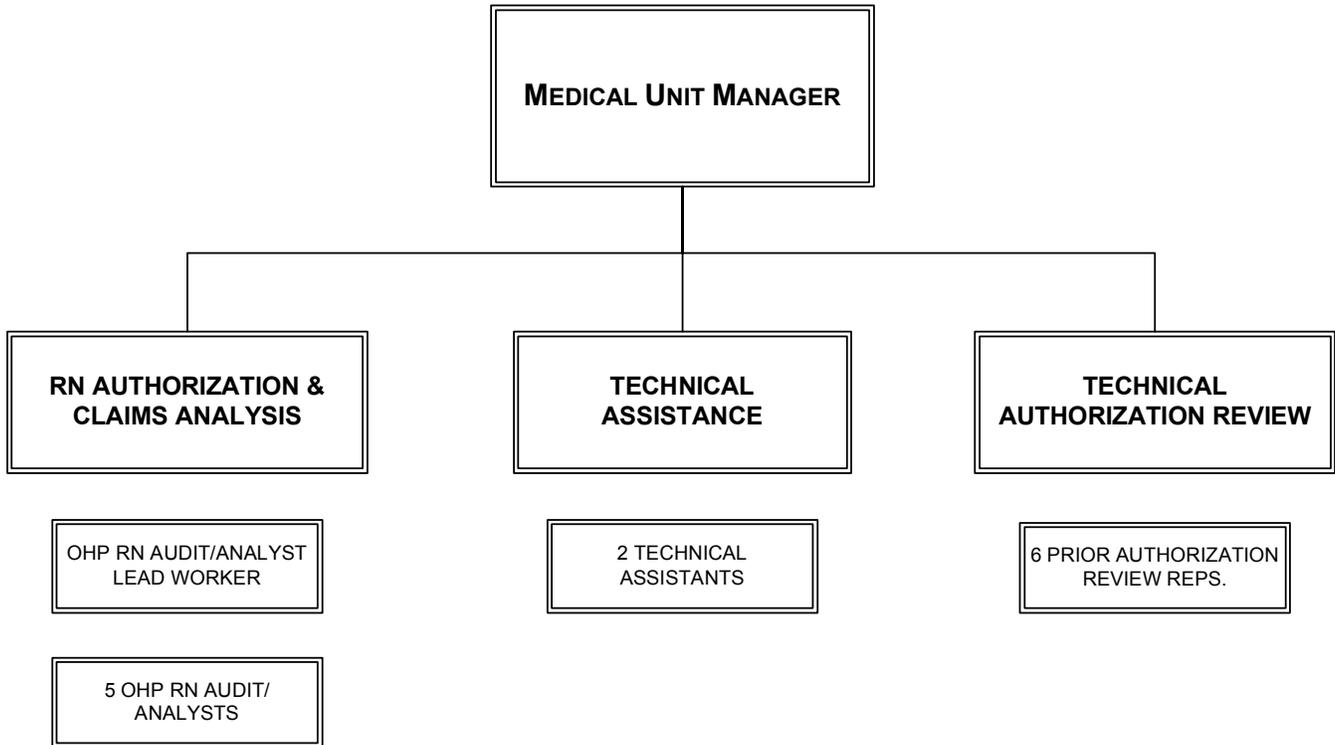


*Additional Information

Information on the OHP Web site for clients:

www.oregon.gov/DHS/healthplan/clients/casu.shtml

Operations Section: Medical Unit



DMAP Operations Section — Medical Unit

Phone 503-945-6561	The Medical Unit reviews claims and payment authorizations (PA)* for medical appropriateness for the following medical programs: <ul style="list-style-type: none">■ Durable Medical Equipment■ Home Enteral/Parenteral Nutrition & IV Services■ Home Health■ Physical and Occupational Therapy■ Private Duty Nursing■ Speech-Language Pathology, Audiology and Hearing Aid Services■ Vision Services
Fax 503-378-5814	
This unit performs the following functions:	

RN Authorization & Claims Analysis

Registered nurses (RNs) authorize medical services for payment, and provide medical consultation to providers and agency staff as it relates to the program policies and OHP coverage limitations. They also answer the OHP Benefits/RN Hotline* to determine line placement of condition/treatment pairs on the Prioritized List of Health Services.

Technical Assistance

Provides support for the Medical Unit.

Technical Authorization Review

Authorizes services not requiring RN licensure. They also answer the PA hotline* and send referrals to RN staff as needed.

*Additional Information

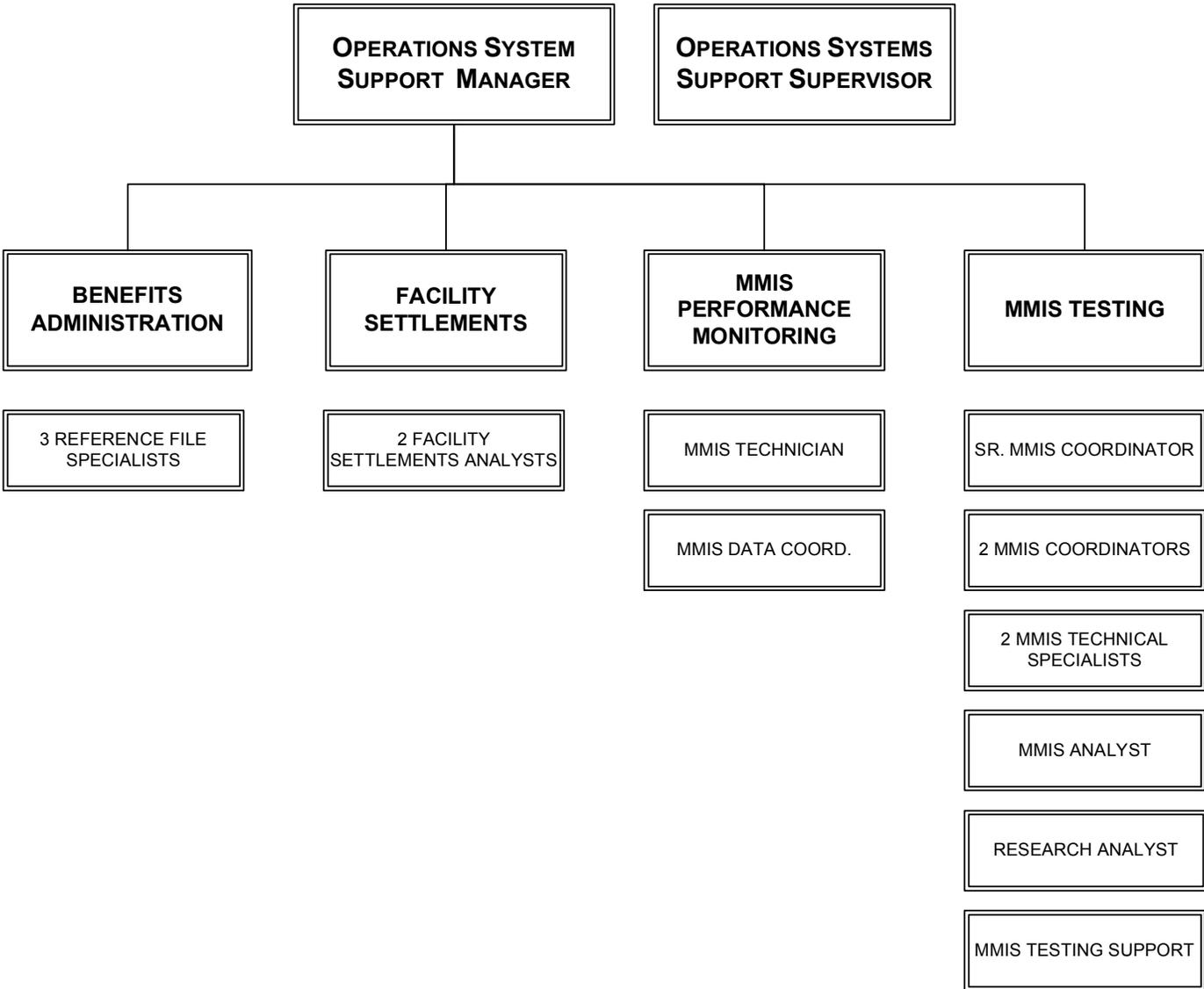
800 numbers are for questions related to FFS clients only.

OHP Benefits/RN Hotline 503-945-5939; 800-393-9855 in-state only

PA Hotline 503-945-6821; 800-642-8635 in-state only

- For questions related to PA and benefits for MCO clients, contact the MCO.
- For questions about Medically Fragile Children clients, contact the Medically Fragile Children's Unit at 971-673-2985 or 971-673-3000.
- For questions about Medical Case Management clients, contact ICM at 800-862-3338.

Operations Section: Operations System Support Unit



DMAP Operations Section — Operations Systems Support

Phone 503-945-7014	<p>This unit's primary responsibility is to ensure that the MMIS operates according to DHS business needs. It includes the following functions:</p> <ul style="list-style-type: none">■ MMIS file maintenance■ MMIS change requests and performance monitoring■ Facility cost settlements and auditing <p>This unit is organized in 4 teams:</p>
Fax 503-947-5359	

Benefits Administration

This team maintains the MMIS reference file, HSC file, and Edit/Audit tables.

Facility Settlements

Phone 503-947-5748
Fax 503-947-5116

This team is responsible for the audits, payment reconciliations and cost settlements to multiple types of providers such as hospitals, FQHCs and RHCs.

MMIS Performance Monitoring

This team monitors and ensures that the MMIS meets the needs of DHS business users. It responds to MMIS data requests, and also performs data analysis, and GOM monitoring/reporting. This team also designs, develops and maintains computer applications to create workflow efficiencies.

MMIS Testing

Phone 503-945-5934

As a liaison between MMIS users and the DHS Office of Information Systems (OIS), the team coordinates and authorizes MMIS updates, corrections, and reports. It also participates in the planning and development for the MMIS Replacement Project.

They identify and resolve systems and data problems and develop desk instructions for manual claims processing. They also maintain Clinical Laboratory Improvement Amendment (CLIA) records.

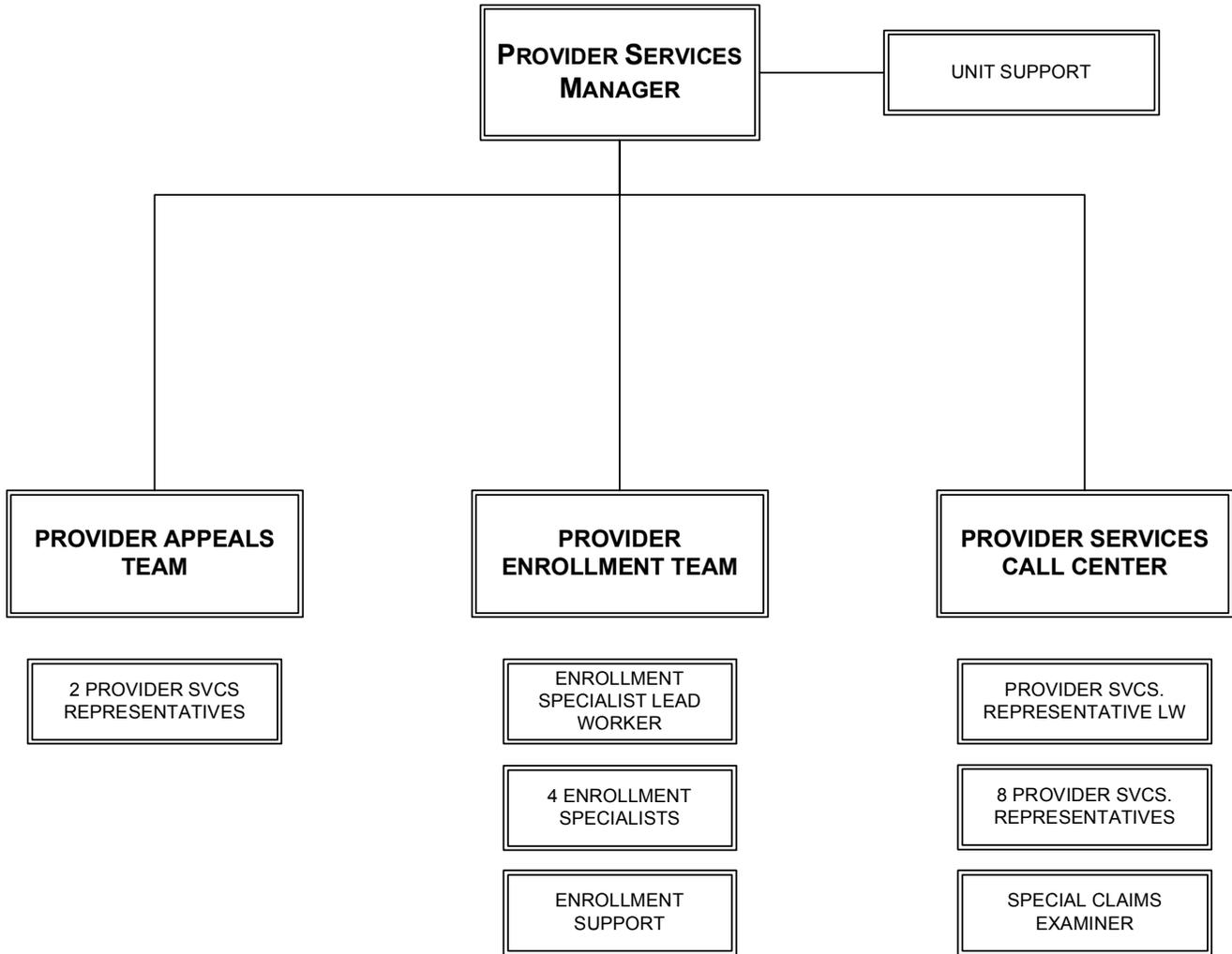
This unit is also responsible for Resource Access Control Facility (RACF)* data access, data security, and the Electronic Eligibility Verification System (EEVS) contracts.



*Additional Information

DMAP RACF Coordinator 503-945-6539

Operations Section: Provider Services Unit



DMAP Operations Section — Provider Services Unit

Phone 503-945-5803	This unit is the customer service center for DMAP fee-for-service (FFS) providers. Staff interpret DMAP rules and policy to assist providers in enrolling, billing, and resolving billing issues with DMAP. This unit is organized in 3 teams:
Fax 503-945-6873	

Provider Appeals

This team processes provider appeals sent in on disputed claims. It also researches provider technical issues, control letters, and other special projects.

Provider Enrollment

Phone 503-945-1177

Fax 503-947-1177

provider.enrollment@state.or.us

This team enrolls and disenrolls medical providers into the MMIS. For each provider type, staff determine if the provider meets established enrollment criteria, such as valid licensure with the appropriate licensing authority. They also add and update Medicare and Durable Medical Equipment Resource Center (DMERC) crossovers and the Medicare and Universal Provider Identification Numbers (UPIN); add new changes to the PCM files; add mass rate changes; and maintain accurate hard copy files. This team also processes provider applications for Electronic Funds Transfer of claim payments.

Provider Services Call Center

Phone 800-336-6016

dmap.providerservices@state.or.us

This team answers DMAP's Provider Services 800 number, and obtains claim information from providers to help them review the status of their claims. This team educates and assists providers by phone, letter and e-mail to resolve claim-specific billing and payment issues.

*Additional Information

Provider Enrollment 800 Number 800-422-5047

Provider information on the OHP Web site:

- Enrollment forms: www.oregon.gov/DHS/healthplan/forms/omapforms.shtml#3100
- How to enroll: www.oregon.gov/DHS/healthplan/tools_prov/providerenroll.shtml
- Tools for providers: www.oregon.gov/DHS/healthplan/tools_prov/main.shtml