

DHS compliance timelines

OLGR & OLGX

The Office of Medical Assistance Programs (OMAP) is converting to new HIPAA-compliant electronic eligibility transactions! On **December 30, 2005**, OMAP will eliminate access to all non-compliant Host On Demand screens. There are less than 150 days to the cut-off date, and we cannot grant extensions.

OMAP
HIPAA
Bulletin

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Client eligibility verification

June 1, 2005, the new 270/271 client eligibility inquiry and response transactions became operable. OMAP has pilot tested the real-time transaction, but is still looking for a pilot tester for the batch process. If you are interested in participating in the batch pilot, please contact the EDI Registration and Testing at 503-947-5347 or e-mail DHS.HIPAAtesting@state.or.us.

The 270 eligibility inquiry transaction will replace the direct access, non-compliant MMIS OLGR/OLGX eligibility screens. You may submit either a single, real-time request and have an answer in 60 seconds via the 271 eligibility response transaction; or you may submit an electronic batch request with multiple recipients and receive a response within 24 hours. You may request up to one year's eligibility information.

New HIPAA-compliant crosswalks

Much of the client information viewed on the MMIS Host On Demand is not allowed by HIPAA standards and OMAP must remove them. DHS created new crosswalks available to download or view at http://www.oregon.gov/DHS/admin/hipaa/guides_man.shtml. The crosswalks will show you what data elements OMAP will return on each transaction type. We can e-mail, fax or mail you crosswalks if you don't have access to the Internet.

Preparation on your part

If you are still using the OLGR and OLGX screens, please convert to the new transactions while there is still time to run dual systems and train staff. You will need access to appropriate computer software or programming to create queries (270) that you send to OMAP. Likewise, you will need a software or program to translate the electronic responses (271) into a format that is readable by your staff.

Ready for the good news?

There are some alternatives for determining client eligibility electronically.

Alternate eligibility verification methods

The Automated Information System (AIS) is available either by touch-tone phone or on the Internet. This Web page, www.oregon.gov/DHS/healthplan/tools_prov/electronverify.shtml, has more information about both methods, including a phone-based User Guide and a link to register for the Web-based version. OMAP will continue to supply data to our contracted Electronic Eligibility Verification Services (EEVS) vendors, also listed at the Web page above. If you use EEVS, contact your vendor to see if you need to make any changes to continue to access eligibility information. An EEVS service may also access other carriers and may involve a fee.

Finding software and technical support

You may search the Internet for software vendors or clearinghouses that can do the translation for you; check with your current suppliers; or OMAP's Vendor Fair helped us create a list of suppliers that is posted on the Web at www.oregon.gov/DHS/healthplan/first-pass/main.shtml#training.

Your information systems support team will need to assess what changes you may need to make to your current computer system. A list of only clearinghouses is posted at www.dhs.state.or.us/admin/hipaa/clearinghouses.pdf.

Trading Partner Agreement and Testing

If you are going to submit a 270 transaction and receive a 271 response, your Trading Partner Agreement needs to reflect you are sending these transactions. If you need to send in a change form they are located on our Web site at: www.dhs.state.or.us/admin/hipaa/testing_reg/edi-packet/tpa-change-form.pdf. If you are not sure you have indicated these transactions, please contact our EDI Registration and Testing team at 503-947-5347 or e-mail them at DHS.HIPAAtesting@state.or.us. They can confirm what is written on your most current Trading Partner Agreement.

Once we verify we have a TPA on file, our testing team will send you an invitation to test your 270 transactions. The third party test site allows you to make sure you are creating a compliant 270 transaction. You can then move into business-to-business testing which will allow you to submit a 270 and then OMAP will return a 271. If you are interested in real-time transactions, the testing and registration group will give you the Web address, a login ID and assign a password.

270 Survey

OMAP recently sent out surveys to 106 providers we identified who will be affected by the removal of the OLGR/OLGX screens. The survey will help OMAP determine what help our providers need and how they will be verifying eligibility. As of this writing, we have received only 22 completed surveys, so if you have not completed yours, please fax it to us at the number listed on the form.

Many providers who have returned their surveys say that they have not started to convert yet. OMAP would like to help you move forward with this process so your staff has time to run dual systems. This will allow your staff time to get used to the new transactions and also work out any bugs in the system.

Frequently Asked Questions

Q. I submit only paper claims to OMAP; will I still lose MMIS screen access?

A. Yes. The Department of Human Services (DHS) portal will no longer be available to non-DHS entities.

Q. What will the 270 and 271 transactions look like?

A. The look of the 270/271 will depend on how your software vendor or IT department creates it to look. Every provider's design could be different.

Q. How far back can we ask for eligibility?

A. The 271 will return 12 months of eligibility to you.

Q. What if I need to know more than 12 months?

A. You will need to call OMAP Provider Services so they can look up that information for you.

Q. What if I need to find out when a client last received services for glasses, dentures, etc.?

A. You will need to call OMAP Provider Services so they can look up that information for you.

Q. What do I need in order to access the 270 in real time?

A. You will need to have access to the Internet and you will need to be able to create a 270 transaction on your desktop. You will load this transaction onto the Web site, and we will return to you within 60 seconds a coded response. Then you will need to bring that back to your desktop and have your software convert it into a readable format.

Q. Where do I submit my 270 batch request?

A. You will submit a file to your OMAP assigned mailbox using a secure file transfer protocol. You will receive more information on this process from our testing team once you indicate you are ready to begin testing this type of transaction.

OMAP Contacts:

EDI Outreach Team, 1-800-527-5772

EDI Testing and Registration Team, 503-947-5347

or e-mail us at

DHS.HIPAAtesting@state.or.us

Provider Services, 1-800-336-6016