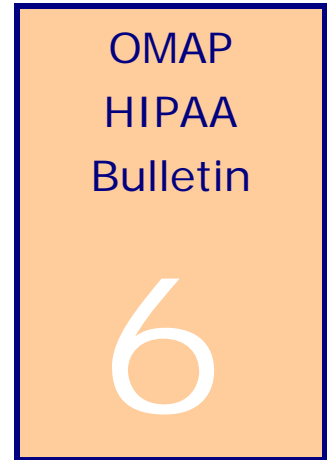Oregon Department of Human Services

DHS Compliance deadline: December 30, 2005

After December 30, 2005, DHS can no longer accept eligibility inquiries or electronic claims in the NSF and UB-92 formats on the Bulletin Board for covered entities. That's less than **100 days** away! OMAP cannot make any exceptions or extensions.

Scheduled interruptions to eligibility screen access

Beginning October 1, 2005, OMAP will start testing the shutdown of the OLGR, OLGX, and OLM screens. This testing will cause "blackout times" that will interrupt your screen time. During October, we expect the system to be down one hour at a time. The blackout times will increase in November and December.

➢ OMAP will send a letter to let you know what day your interruption will take place and for how long. **Please forward the information to your users of these screens.**

➢ **During these blackout times, your organization will need to make other arrangements for client eligibility verification.** We hope this provides your organization an opportunity to test your replacement eligibility verification options.

If you have any questions about this process, please contact our Chief Data Steward at the number listed at the end of this announcement.

Survey identifies popular verification options

OMAP has identified 106 providers currently under agreement with us to use the OLGR/OLGX screens. On July 20, 2005, we sent these providers a survey asking which method of eligibility verification they chose to replace the OLGR/OLGX screens.

Of the 45 providers who responded, 23 chose converting to the 270 transaction, 1 chose an EEVS vendor, and 18 chose the AIS web service.

The survey also identified various barriers preventing providers from converting to the 270 transaction, ranging from technical to expense and everything in between.

Eligibility verification options

After December 30, 2005, OMAP can no longer allow access to the OLGR/OLGX screens. Please make sure you have identified your solution for eligibility verification before this date.

270/271 Transaction

You can see a PowerPoint presentation of how the 270 real time eligibility verification transaction works on the OMAP Web site:

http://www.oregon.gov/DHS/healthplan/tools_prov/electronverify.shtml#270

Automated Information System (AIS)

This service is free to enrolled OMAP providers and is available 7 days a week with this schedule:

Tuesday through Saturday, midnight to 11:00 p.m.
Sunday, midnight to 8:00 p.m.
Monday, 3:00 a.m. to 11:00 p.m.

AIS will tell you:

➢ Client eligibility for services covered by OMAP on a particular day.

➢ Client's recipient ID number.

➢ Client's benefit package and services that are covered in the client's benefit package.

➢ Whether the client is enrolled in a managed care plan.

➢ Whether the client has other insurance coverage (third party resources or TPR).

➢ Whether the client has a primary care manager.

➢ The date of the last vision exam, and the date when vision materials were last provided.

➢ Procedure code and fee information.

AIS is available via the telephone or the internet.

AIS Phone Access

Using a touchtone phone, you can call a toll-free number and listen to telephone messages, press keys, and follow further instructions to obtain eligibility information. For more information, see the AIS User Guide posted on the OMAP Web site at:
http://www.dhs.state.or.us/healthplan/tools_prov/ais05guide.pdf

AIS Web Access

To register for web-based access to AIS eligibility verification services, go to the AIS Web access registration page at: https://Oregon.fhsc.com and register for a Personal Identification Number (PIN). Once you receive your PIN in the mail (usually within 7 business days of the registration date), you can go to https://register.fhsc.com/webreg to complete the registration process.

AIS Frequently Asked Questions

Q.   Why is there down time on the AIS phone system?
A.   We use the down time to update the system with new eligibility information and perform routine maintenance on the system.

Q. Which has more current information, AIS phone or AIS web?

A. Both AIS systems are updated at the same time, so you can use either system.

Q. Does AIS web provide information on vision history (when the user last got glasses, for example)?

A. Yes. Both AIS systems will provide you with vision history.

Q. Does AIS web give me alternate prime numbers for a client if they have one?

A. No.

Q. If I have one user ID and password, how many of my staff can use that same information to log in with?

A. DHS strongly recommends not sharing user ID and passwords, but if that is your business decision, make sure you have all security and privacy measures in place.

Q. Do I ever need to change my password once it is issued to me?

A. No.

Q. How many staff can log in at one time with the same user ID and password?

A. One.

Q. Once I log in, can I stay connected all day?

A. No. For security reasons, the AIS system will log you out after 10 minutes of inactivity.

Q. How many passwords can DHS assisgn to our office or organization?

A. There is no limit. We base the number of user IDs assigned per office on business need.

Questions?

➢ If you need additional information on eligibility verification, see OMAP's Web page at: http://www.oregon.gov/DHS/admin/hipaa/links.shtml

➢ If you need help with conversion to the 270 transaction or have any questions about the 270/271 transaction, contact our Chief Data Steward, Terry Grover, at 503-947-5488.

➢ If you are ready to sign up for the 270/271 transaction, contact our EDI Registration and Testing team at 503-947-5347 or email DHS.HIPAAtesting@state.or.us.