First Pass Flash!

Fast Information for Faster Claims Processing

The First Pass Initiative

First Pass is a one-year initiative developed by the Office of Medical Assistance Programs (OMAP) to ensure Medicaid claims are paid accurately and timely. We have created the *First Pass Flash!* to inform you of changes we're making to our procedures and give you critical information that affects timely processing of your claims.

Register now for OHP Billing *FUN*-damentals

On May 18, we will be conducting a free provider training in Salem. The training will cover:

- ✓ billing issues
- ✓ available resources—where to find provider tips, billing instructions and other printed information, and helpful contacts
- ✓ information on eligibility verification
- ✓ basic requirements for requesting payment authorization

Information is being mailed with OMAP Remittance Advices (RAs) through April 11, and is also posted on our Web site at: **http://www.oregon. gov/DHS/healthplan/first-pass/main.shtml#training**

DHS/OMAP Web site—we've moved!

We have a new Internet home page:

http://www.oregon.gov/DHS/healthplan/index.shtml

From this page, you can click your way to the OMAP information contained on our former Web page. Unfortunately, it was not possible to put redirect messages on all of our Web pages, so, if you have marked "favorites" or "book marked" pages on your computer, you will need to locate the new addresses and re-mark them.

Duplicate billings create multiple problems

As we've been working to reduce our paper claims backlog, we've discovered that a large portion of the claims that come in daily are duplicates. Because most of these claims are already being processed, the duplicate claim will ultimately be denied, but not before it's affected your workload and ours. Rebilling can actually clog our system, delaying timely processing of your original claim.

We've been sending a backlog update weekly with your RA. The update shows how many days it is currently taking us to process your claims. Please do not rebill a paper claim if the original date of submission falls within our backlog timelines.

Remember: claims billed electronically are processed in five days. For more information on Electronic Data Interchange (EDI), read the following article.

Electronic Data Interchange (EDI)—it's easier than you think

Electronic claims processing is faster and more cost effective than billing on paper. We are currently processing Medicaid primary and secondary claims in the new HIPAA compliant formats.

We are here to help you process claims in this new improved manner. For more information go to **http://egov.oregon.gov/DHS/admin/hipaa/ testing_reg.shtml** or contact us at: 503-947-5347 or dhs.hipaatesting@state.or.us.

Addressing a common billing problem

Every day, OMAP receives claims that were sent to the wrong address. Mis-addressed claims take staff time to correct, delay your payment, and contribute to the claims backlog we are addressing in *First Pass*. To resolve this issue, we are taking a two-pronged approach:

1. We will begin a new process of returning mis-addressed claims back to the provider, and

2. We are providing you with the correct billing addresses. Please review the address list below and make sure that you are using the correct address for the type of claim submitted.
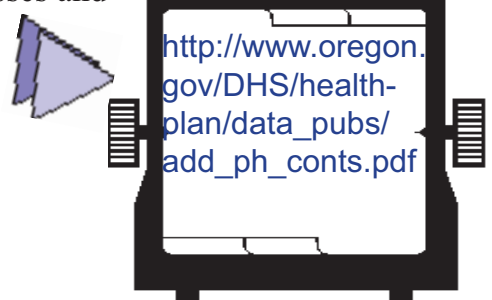
Claims should only be sent to OMAP's Provider Relations Unit (PRU) at the Summer Street address for the following reasons:

✓ Problem claims   ✓ Claims over 1 year old

✓ Administrative errors

Claims sent to PRU must include a letter of explanation attached to the front, all RAs related to the claim, and any other appropriate documentation. Send claims to the following address:

OMAP/PRU
500 Summer St NE, E44
Salem, OR 97301-1079

We have posted a **complete** set of provider contacts, including common phone numbers, mailing addresses and payment authorization numbers.

http://www.oregon.gov/DHS/health-plan/data_pubs/add_ph_conts.pdf

---

CMS-1500−All Medical provider claims
  OMAP, PO Box 14955, Salem, OR 97309

CMS-1500−Speech-Language Pathology, Audiology & Hearing Services; Private Duty Nursing
  OMAP, PO Box 14018, Salem, OR 97309

OMAP 505−Medicare/Medicaid claims
  OMAP, PO Box 14015, Salem, OR 97309

5.1 Universal Drug claims
  OMAP, PO Box 14951, Salem, OR 97309

Death with Dignity
  OMAP, PO Box 992, Salem, OR 97308-0992

OMAP 501-D or ADA form−Dental claims
  OMAP, PO Box 14953, Salem, OR 97309

UB-92−Hospital claims
  OMAP, PO Box 14956, Salem, OR 97309

TADS−Long-term nursing home care
  OMAP, PO Box 14954, Salem, OR 97309