

# First Pass Connections

## An informational newsletter for OMAP providers

Visit the First Pass Web page at: [www.oregon.gov/DHS/healthplan/first-pass/main.shtml](http://www.oregon.gov/DHS/healthplan/first-pass/main.shtml)



### Fast Information for Faster Claims Processing

August 2005

Issue 2

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### OMAP adds Plan Drug List to Epocrates® references

In September 2005, the Office of Medical Assistance Programs (OMAP) will add its Plan Drug List (PDL) to the Epocrates® drug database. Epocrates® makes formulary information available to

health care professionals at the point of care. Providers with hand-held PCs can access the PDL, and other information, free from the Epocrates® database.

Read more about this service and what it can do for you on the OMAP Web page at: [www.oregon.gov/DHS/healthplan/index.shtml](http://www.oregon.gov/DHS/healthplan/index.shtml)

### OMAP holds successful provider events

We did not anticipate the level of interest our provider training “OHP Billing *FUN*-damentals” would generate when we announced it in April, nor the lengths providers would go in order to attend. After being told both May sessions were full, one enterprising office manager even offered to bring refreshments for all 185 participants if she was allowed to attend! In fact, because of the overwhelming response from providers and their staff wishing to attend the May 18 sessions, additional training sessions were held on June 14.

Subject experts from various units in OMAP made up the *FUN*-damentals training team. Each presenter spent between 10 and 20 minutes talking about their area of expertise, with many providing handouts and reference materials. Each session concluded with a question and answer forum.

All trainings were well received and we have received requests for additional trainings for specific provider or claim types.

On July 13, 2005, OMAP hosted an Electronic Data Interchange (EDI) Vendor Fair. The fair brought 26 vendors offering HIPAA-compliant billing software and services and EDI clearinghouses to Salem. The vendor fair was free to all health care providers. Vendors provided software demonstrations, handed out literature, and answered questions about their products and services.

#### Missed the events?

*FUN*-damentals training content, including a power point presentation and Question and Answer document, is available on the First Pass Web page at: [www.oregon.gov/DHS/healthplan/first-pass/main.shtml](http://www.oregon.gov/DHS/healthplan/first-pass/main.shtml).

Information about the vendors who participated in the vendor fair is available under “Organizations supporting HIPAA implementation” at: <http://egov.oregon.gov/dhs/admin/hipaa/links.shtml>

## The Institute for Healthcare Improvement - A VALUABLE Resource

The Institute for Healthcare Improvement (IHI) is a non-profit organization which offers comprehensive products, services, and support to improve health care throughout the country.

An important initiative sponsored by the IHI is the **100k Lives Campaign**. This progressive initiative is enlisting thousands of hospitals across the country in a commitment to implement changes in care that have been proven to prevent avoidable deaths. Initially, the Campaign will look at the following interventions:

- Deploy rapid response teams
- Deliver reliable, evidence-based care for acute myocardial infarction
- Prevent adverse drug events (ADEs)
- Prevent central line infections
- Prevent surgical site infections
- Prevent ventilator-associated pneumonia

In addition to these six interventions, IHI will continuously seek and add others that have been shown to save lives.



The IHI Web site contains many resources for health care providers, including:

- Measurement tools
- Patient studies
- Improvement methods
- Profiles in improvement
- Tips for developing effective measurements
- Proven methods to implement change
- Lists of upcoming events, including provider programs, trainings and forums

Visit the IHI Web site at: [www.ihl.org/IHI/](http://www.ihl.org/IHI/).

*Remember to eSubscribe today to receive e-mail notification of OMAP provider announcements and materials:*

<http://www.oregon.gov/DHS/index.shtml>



## DHS Prepares for Medicare's Prescription Drug Program

As the January 1, 2006, implementation of the Medicare Prescription Drug Program

draws closer, the DHS Medicare

Modernization Act (MMA) Project Team has been drafting announcements which will be mailed to affected clients this fall. The announcements will:

- Be tailored to fit the needs of specific audiences.
- Explain the new drug coverage and how the client will access it.
- Include information and tips for clients to use to make sure they are enrolled in the Prescription Drug Plan that best meets their needs.

Beginning July 1, 2005, a small number of trained DHS staff in central office became available to provide assistance to the general public in completing the Low-Income Subsidy (LIS) SSA application. *Dual eligible clients and clients who get help from Medicaid to pay their Medicare premiums automatically receive the LIS and do not need to apply for it.*

The MMA Project Team is completing a round of 17 regional trainings on the Medicare Prescription Drug Program and will begin a new training in October on how to assist clients in choosing a prescription drug plan. For more information, call 1-877-585-0007.

DHS is developing an MMA Web page which will premiere in the next few weeks. You will be able to access the Web page through the Seniors and People with Disabilities (SPD) page at: [www.oregon.gov/DHS/spwpd/index.shtml](http://www.oregon.gov/DHS/spwpd/index.shtml).

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## Extensive billing info added to Web

In the past few months OMAP staff have developed a set of comprehensive instructions for completing various claim forms. Each set of instructions breaks down, by line, the required fields, giving a specific explanation of



what is needed and why. Instructions, presented in both Power Point and PDF versions, are available at: [www.oregon.gov/DHS/healthplan/tools\\_prov/complete-claim-forms.shtml](http://www.oregon.gov/DHS/healthplan/tools_prov/complete-claim-forms.shtml).

## Frequently Asked Questions

Listed below are questions recently received by our Provider Services and Electronic Data Interchange Units.



**Q** Do all CPT code units need a quantity of one?

**A** No, some CPT codes are allowed a higher quantity than one. Check the fee schedule for the quantity allowed for your code at: [http://www.oregon.gov/DHS/healthplan/data\\_pubs/feeschedule/main.shtml](http://www.oregon.gov/DHS/healthplan/data_pubs/feeschedule/main.shtml).

**Q** Where can I locate an OMAP 505 or other billing forms?

**A** Billing forms and instructions are available on the OMAP Web page at: [www.oregon.gov/DHS/healthplan/tools\\_prov/complete-claim-forms.shtml](http://www.oregon.gov/DHS/healthplan/tools_prov/complete-claim-forms.shtml).

They can also be found in your program Supplemental Information booklet at: <http://www.dhs.state.or.us/policy/healthplan/guides/main.html>.

**Q** How can I check the status of my claims?

**A** You can contact the Provider Services Unit to check on the status of up to ten claims at a time. Electronic billers can use the 276/277 claim status inquiry/response transactions. The 276/277 transactions allow you to either check on one claim at a time or send a batch inquiry. You can purchase software or use a clearinghouse to help you with these transactions.

## Medicare Offers Free VistaOffice Software

In August, Medicare will begin offering its electronic health record (EHR) technology in an easy-to-use version of its Vista software.

The new software, VistaOffice, is offered as an inexpensive alternative to software sold by private vendors. CMS, which has spent three years developing VistaOffice, claims that it is much easier to use than Vista. Features include:

- Support for disease management in several common areas.
- Enhanced functionality for OB/GYN and pediatrics.
- Improved installation procedures.

CMS will provide limited technical support for initial installation and technical resolution with the software.

Read more about VistaOffice at: <http://www.cms.hhs.gov/quality/VistAQsAs.pdf>

## Legislative Session Ends – OHP Changes Begin



Before ending the second-longest session in history, the Oregon Legislative Assembly enacted several changes to the OHP, including:

- Changes to premium policies, and
- Coverage reduction in vision, dental, hospital and pharmacy services.

OMAP is holding a public hearing at the state Capitol, Room 50, on September 8, 2005, to receive comments from stakeholders and interested parties on the policy changes. Testimony at the hearing will be heard by the state Medicaid Advisory Committee as well as staff from DHS and the state Office for Oregon Health Policy and Research (OOHPR).

As a condition of the OHP waiver, we will seek federal approval before implementing any changes to the OHP.

Also before implementation, we will send announcements to providers detailing the policy and rule changes. As we have in the past, we will include client materials with the provider announcements.

### Provider Services Unit adds e-mail address

The Provider Services Unit now has an e-mail address to help you reach us: [omap.prov-callcenter@state.or.us](mailto:omap.prov-callcenter@state.or.us)



## **OMAP Contacts and Resources**

Benefit RN Hotline – 1-800-393-9855

Provider Enrollment – 1-800-422-5047

Electronic Testing, Registration and Outreach – (503) 945-5347

Provider Services Unit – 1-800-336-6016 – [omap.prov-callcenter@state.or.us](mailto:omap.prov-callcenter@state.or.us)

OMAP Web page “Tools for Providers” – [http://www.oregon.gov/DHS/healthplan/tools\\_prov/main.shtml](http://www.oregon.gov/DHS/healthplan/tools_prov/main.shtml)

OMAP Contact List – [http://www.dhs.state.or.us/healthplan/data\\_pubs/add\\_ph\\_conts.pdf](http://www.dhs.state.or.us/healthplan/data_pubs/add_ph_conts.pdf)