

Frequently Asked Questions

Electronic Eligibility Verification Services

Q. What is EEVS?

A. Electronic Eligibility Verification Services. The vendors who contract with DMAP receive daily downloads of eligibility information for all medical assistance clients that they share with their customers through their own software.

Q. Who are the EEVS vendors?

A. Performance Health Technology (PhTech), Siemens Medical Solutions, and Emdeon (WebMD).

Q. How do I know if I use an EEVS vendor?

A. PhTech, Siemens Medical Solutions and Emdeon provide eligibility services that integrate with their customers' practice management software. They also provide Web-based eligibility services.

Q. If DMAP is ending their EEVS contracts with these vendors, does that mean I need to find a new vendor?

A. If you use services from an EEVS vendor to obtain eligibility information for Oregon medical assistance clients, you will need to contact them to find out whether this changes their services to you.

These vendors still have the option of exchanging eligibility information through the 270/271 Electronic Data Interchange (EDI) transaction like other DHS-registered clearinghouses do today.

Q. I got a letter saying that my EEVS service will end August 29. How can I verify eligibility now?

A. If you are currently registered as a trading partner with DHS EDI Support Services, you can complete the TPA Change Form (in [Word](#) or [PDF](#)) to request the ability to receive eligibility information using the 270/271 (Eligibility Benefit Inquiry and Response) transactions.

- Using the 270/271 will require software changes on your part. For more information, contact DHS EDI Support Services at dhs.edisupport@state.or.us or 888-690-9888.

All providers can register with First Health to get access to the free, Web-based Automated Information System (AIS) Plus service. Go to <https://oregon.fhsc.com/>, click on “Providers,” then “AIS Plus Secure Login” to get information on how to register for this service and whom to call with questions.

All providers can also access First Health’s free telephone system, AIS. All you need is your 6-digit DHS provider number to log in. You can find instructions on how to use AIS [at this link](#).

Q. Will First Health AIS services be available when the new MMIS goes live?

A. No. When the new MMIS goes live, First Health services will go away. In the new system, you will need to use the new Provider Web Portal for Web-based eligibility verification, and the new Automated Voice Response for telephone-based verification.

For more information about these changes, go to the MMIS Provider Resources Web site at www.oregon.gov/DHS/mmis.

Q. Now that the MMIS implementation date is in December, will the EEVS contracts be extended until December?

A. No. DMAP’s decision to end the EEVS contracts is not related to changes to the MMIS. The EEVS contracts are still ending August 31, 2008.

You need to contact your EEVS vendor to see if the new MMIS implementation schedule has changed their decisions about ending or continuing service.

Q. My EEVS vendor said they would end service August 29. Will they provide service after that, now that the MMIS implementation schedule has changed?

A. You will need to contact the vendor to find out if the new schedule has changed their decision to end service. If you need to find out about your options for verifying eligibility between now and December, go to the [OHP Eligibility Verification Web page](#).