

MMIS Insider

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Oregon's Medicaid Management Information System:

A system for today *and* tomorrow

Oregon MMIS provider training is coming soon to a town near you!

If you haven't already done so, be sure to register to attend provider training at one of the locations in and around the state during June, July, and August. Training will be offered in the following locations.

- All AM sessions are for Web Portal Professional (CMS-1500 and ADA billing) - Search for course number C00697 in the DHS Learning Center
- All PM sessions are for Web Portal Institutional (UB-04 billing and some pharmacy information) - Search for course number C00696 in the DHS Learning Center

Oregon:

Albany	Dallas	John Day	Newport	St. Helens
Astoria	Eugene	Klamath Falls	Ontario	The Dalles
Baker City	Florence	LaGrande	Pendleton	Tillamook
Bend	Gold Beach	Lakeview	Portland	Wilsonville
Burns	Grants Pass	McMinnville	Roseburg	Woodburn
Coos Bay	Hillsboro	Medford	Salem	

Bordering states:

Boise	Crescent City	Longview	Vancouver	Walla Walla
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Please remember that this training schedule is subject to change based on the number of providers registered for any specific city or session. If you will bill the Department of Human Services (DHS) using the replacement MMIS, make sure to register and attend.

Register today!

Training is provided at no charge to Oregon DHS providers. Please register in the DHS Learning Center at <https://dhslearn.hr.state.or.us> to sign up for training as soon as you can. Your registration information will help us plan facility size and make any needed adjustments to the training schedule.

For more details on how to create a DHS Learning Center account and register for MMIS provider training, go to the MMIS Training Information page at www.oregon.gov/DHS/mmis/training-info.shtml. The Web page also contains a faxable registration form.

If you need help registering for MMIS provider training, call DMAP Training at 503-945-6549. Their hours are from 8 a.m. to 5 p.m., Monday through Friday. We look forward to meeting you at training!

For more information, go to:
www.oregon.gov/DHS/mmis

Reasons to attend MMIS provider training

For more information about the sessions, make sure to go to the MMIS Training Information page at www.oregon.gov/DHS/mmis/training-info.shtml.

Learn about changes to how you do business with DHS

When you attend the MMIS provider training, you will learn the answers to such questions as:

- How will you verify eligibility and enrollment information when clients stop bringing in the monthly Medical Care Identification?
- Will any telephone numbers, fax numbers, Web sites or contact information change?

Learn about the Provider Web Portal

Get the most out of the replacement MMIS by learning about all of the new functionality and tools that will be available through the Provider Web Portal.

The Provider Web Portal is a new option for accessing and submitting information to DHS. It does not replace paper claims or Electronic Data Interchange (EDI); however, the Provider Web Portal does offer benefits to both EDI and paper billers:

- **If you bill using EDI**, you can learn how to review and adjust claims on the Web.
- **If you bill on paper**, you can learn how to submit, review and adjust claims on the Web.
- **If you request prior authorization (PA)**: Learn how to submit and track PA requests on the Web.

All providers will benefit from information about changes to eligibility verification and general Provider Web Portal functions.

The Provider Web Portal provides new functions

In the current system, providers have to call, write, or e-mail DHS for the following types of information. With the Provider Web Portal, you will be able to:

Perform Health Services Commission (HSC) List inquiries

With the HSC Prioritized List inquiry, you will be able to verify if a client is covered for a specific service on the Oregon Health Plan according to diagnosis, service limitations, and real-time eligibility information.

You will be able to view a client's managed care and other important eligibility information, as well as specific HSC guidelines for the diagnosis entered. You will also see whether or not the client needs to pay a copayment for the service.

Request prior authorization and check PA status

You will be able to submit PA requests through the Provider Web Portal for selected non-emergency services authorized by DHS, including dental, durable medical equipment (DME), home enteral/parenteral and IV (EPIV), home health, physical/occupational therapy, speech/hearing, and vision services.

- When you submit a PA request online, you will receive a PA number and immediate indication of PA status.
- You will also be able to search, review, and track PA status online.

Submit provider information updates

Many providers will be able to update their business hours, location details, and other service information on the Web.

- Providers who choose to make their information available to clients in the new online provider directory then save clients the effort of calling local provider offices to find out this information.

Review claims status and submit adjustments

You will be able to submit claims by logging into the Provider Web Portal, and receive real-time responses indicating whether the claim paid, denied or suspended (was referred to DHS staff for specific medical or administrative review).

All claims submitted (whether by EDI, paper or Web Portal) will be available online. This means you will be able to log into your Web Portal account, pull up a previously-submitted claim, then adjust and resubmit the claim on the Web— Even if you originally submitted it on paper or through EDI.

The Provider Web Portal replaces certain functions

Many providers currently receive free Web-based eligibility verification services through Automated Information System (AIS) Plus. Once the replacement MMIS goes live in September 2008, if you want to continue verifying client eligibility and enrollment status for free on the Web, you will need to start using the Provider Web Portal.

What you need to access the Provider Web Portal

All you need to access the Provider Web Portal is a personal computer with Internet access and Microsoft Internet Explorer Version 6 or Version 7, plus your specific login information to access the Web Portal and delegate accounts to appropriate staff.

Make sure your Web Portal login letter gets to the right address!

Approximately two weeks before the replacement MMIS goes live, DHS will send Personal Identification Number (PIN) letters via standard U.S. mail. The letter will contain the Provider Identification Number (ID) and PIN your office will need to access your Web Portal account.

- Because of the security of these numbers, we want to be sure they are sent to the correct address. Please make sure your mailing address with DHS is current.
- To update your information, contact DHS Provider Enrollment at provider.enrollment@state.or.us.
- To get personal e-mail notification when DHS mails these letters to providers, eSubscribe to the MMIS Provider Resources Web site so that you can get a heads-up to look for the letter in the mail.



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Electronic Data Interchange update

DHS will mail information on new connectivity, logon IDs and passwords for the replacement MMIS in June 2008, and plans to begin required testing early this summer. Changes to EDI include:

- Ability to adjust claims electronically, through EDI or Provider Web Portal.
- Ability to submit more detail lines: Instead of 28 lines, 837I submitters will be able to submit up to 999 lines; 837P and 837D submitters will be able to submit up to 50 lines..
- Ability for nursing facilities to submit institutional claims using the 837I transaction.
- Ability for EDI submitters to exchange the 278 transaction (PA request/response) with DHS.

If you are interested in becoming an EDI submitter, contact DHS EDI Support Services at 888-690-9888 or e-mail DHS.EDIsupport@state.or.us.

For the latest news about the EDI Companion Guides, setup and re-testing for EDI submitters in the replacement MMIS, go to www.oregon.gov/DHS/mmis/edi/main.shtml.

Stay informed by eSubscribing to the MMIS Provider Resources Web site

Get current information on the Web about training, and how the replacement MMIS will affect you as a provider at www.oregon.gov/DHS/mmis. As we get closer to implementation, the MMIS Provider Resources Web site will be the best way to stay informed. Sign up to automatically receive DHS *eSubscribe* updates whenever we add new information to the Web site.