



Electronic Data Interchange makes \$ense: it's fast, accurate and cost effective.

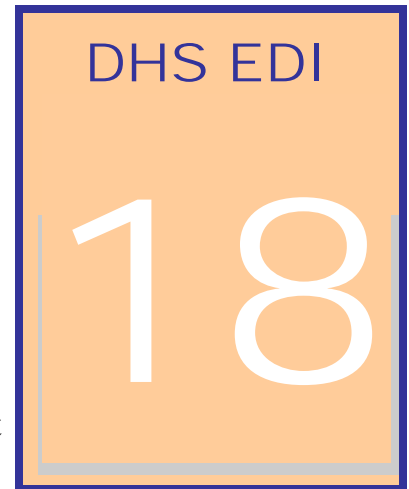


January 2008

DHS achieves NPI compliance

Since January 1, 2008, DHS no longer processes electronic claims that do not carry a valid National Provider Identifier (NPI) that has been registered with us (except atypical providers).

We strongly encourage you to re-test business-to-business transactions with NPI standards, if you have not already done so, to ensure proper processing and payment.



Correcting common billing errors

Sending an electronic claim with your 6-digit DMAP legacy number and tax ID instead of your NPI delays the processing of your claims. Make sure that you enter your NPI with the correct qualifier, not the tax ID and a 24 qualifier.

Some providers have only one NPI enumerated by NPES, but may have many DMAP legacy provider numbers. In many of these cases, you must use the appropriate taxonomy code in order for your claims to process correctly. If you are not sure if this impacts your electronic claim submissions, contact DHS EDI Support.

Any provider required to use an NPI that is using a DMAP legacy number may find their electronic claims either denied or not identified as processed. DHS is making every effort to continue to process claims with the information provided in your electronic claims, but in some cases this is not possible.

If you use a billing service or clearinghouse, it is still your responsibility to make sure they are billing DHS correctly for your services. You are also responsible to register your NPI with DHS if you want your claims processed in a timely manner.

Rural Health, Indian Health and Federally Qualified Health Clinics must use the clinic NPI when billing DHS. Do not use the performing provider's NPI as the billing provider identifier.

If you need technical assistance, contact EDI Support Services
888-690-9888 or DHS.EDIsupport@state.or.us.

If you have questions about specific claims, contact Provider Services
800-336-6016 or DMAP.providerservices@state.or.us.

EDI Support response time

The DHS EDI Support Services team tries to answer your e-mails and telephone calls in a timely fashion. However, with the impending implementation of the DHS replacement Medicaid Management Information System (MMIS), EDI staff members are concentrating on tasks associated with the June 2008 Go Live date, delaying some responses. DHS has added additional staff and is in the process of training them to support your needs. We ask for your patience as we work to meet your needs for today's MMIS and move to a successful implementation of the replacement MMIS. For more information on the replacement MMIS, go to <<http://www.oregon.gov/DHS/admin/mmis/index.shtml>>.

Reset your password

Providers' EDI passwords expire every 60 days according to DHS standards, so please be aware of this time frame and reset them accordingly. If you need assistance, call DHS EDI Support Services, but keep in mind that with our increased focus on MMIS replacement tasks, staff may not get back to you immediately.