

MMIS/MCO Workgroup Meeting 1/16/08

Oregon MCO/MMIS 2008 Provider Training Schedule

Revised 12/06/07

Morning training sessions will be offered at all locations from 8-12 for the MCO training agenda. In addition, Kaiser will have an afternoon session from 1-5 to cover the Fee for Service (FFS) training agenda. Depending on need, we may add afternoon sessions to the other locations for a repeat of the MCO training agenda.

Participants at the next MCO/MMIS Workgroup meeting will be asked to identify how many people they plan to send to each of the training sessions.

OREGON MMIS MCO PROVIDER TRAINING - 2008				
	Tuesday 4/1	Wednesday 4/2	Thursday 4/3	Tuesday 4/8
Location	Grants Pass	Eugene	Salem	Portland
Agenda	AM – MCO (PM MCO Option)	AM – MCO (PM MCO Option)	AM – MCO (PM MCO Option)	AM – MCO PM - FFS
Host	OHM	LIPA	PhTech	Kaiser
Contact	Maggie	Rhonda	Kathy	Susan / Heather
Seating Capacity	30	30-60	38-42	200-250
Snacks / Refreshments	Yes	Yes	Yes	Coffee / Water
Parking	Available	Available (carpooling encouraged)	Available	Available

Provider Training: MCO

Item	Description	Detail	Start Time	End Time
Intro/ Orientation	Welcome participants and lay the groundwork for the session.	Welcome, Introductions, Expectations, Goals, restrooms, emergency exit etc. 15 min.	8:00	8:15
Overview	The instructor covers the most pertinent information from the Overview handbook. PPT slides are used to guide the discussion.	Overview handbook topics: <ul style="list-style-type: none"> • Background and Benefits • Description of Changes • What You Can Do to Prepare for the Implementation • EDI Reporting <ul style="list-style-type: none"> ○ Practitioner Report ○ Grievance & Complaint Log 60 min.	8:15	9:15
Break	10 min	Remind participants about restroom locations, refreshments etc.	9:15	9:25
Web Basics	The instructor briefly explains what the web portal can do. PPT slides are used to guide the discussion. run The instructor switches over to the training MMIS environment or Captivate and demonstrates each task/topic in the system.	Web Portal handbook topics: <ul style="list-style-type: none"> • Web Portal Functionality • Public Portal (Including Enrollment panels) • Logon and Account Profile Set-up • Clerk set-up and maintenance 30 min.	9:25	9:55
Web Basics Continued	The above section continued.	Continued topics: <ul style="list-style-type: none"> • Eligibility & Enrollment Verification • Benefit & OHP HSC Inquiry • File Upload • Drug Search 35 min.	9:55	10:30

Handout - MMIS/MCO Workgroup Meeting 1/16/08

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Item	Description	Detail	Start Time	End Time
Web Encounter Billing	Discussion of web encounter billing & viewing of completed claim forms.	The instructor explains that there are four types of encounter claims that can be submitted on the Web portal. The functionality is the same for each type. The only differences are the data values being entered. We will view the dental encounter claim as an example. However, attendees will gain the skills needed to use all of the claim types. View completed versions of each type. 10 min.	10:30	10:40
Break	10 min	Remind participants about restroom locations, refreshments etc.	10:40	10:50
Dental Web Encounter Claim	The instructor briefly explains Dental Encounter billing. PPT slides are used to guide the discussion. The instructor switches over to the training MMIS environment or Captivate and demonstrates submitting a claim. Only encounter submission is demonstrated. Search and adjustments are demonstrated in a later section.	Dental handbook topics: <ul style="list-style-type: none"> • Claims Functionality • Before you submit a claim • Dental Web Encounter Claim 25 min.	10:50	11:15
Encounter Claim Search /Adjustments	The instructor briefly explains searching/adjusting on the web. PPT slides are used to guide the discussion. The instructor switches over to the training MMIS environment or Captivate and demonstrates each specific topic .	Topics from encounter billing handbooks: <ul style="list-style-type: none"> • Search for an encounter claim and/or inquire on the status of a claim (use Professional example) • Adjust, void, or copy a paid encounter claim (Use Institutional example) • Re-submit a denied encounter claim (Use Dental Example) • View a suspended encounter claim (Use Pharmacy example) 25 min.	11:15	11:40
Q & A	Open the floor to questions about session content. Remind participants they will have the opportunity to provide feedback after lunch.	10 min.	11:40	11:50

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Item	Description	Detail	Start Time	End Time
Recap	The instructor reviews the main topics covered in this session	Topics Covered: <ul style="list-style-type: none">• MMIS Overview• Web Portal Basics• Encounter Web Billing/ Dental Encounter Example• Encounter Claim Search & Adjustments *Refer to handouts for a list of contacts and helpful hints. 10 min.	11:50	12:00

MCO Provider Training Registration - Spring 2008

Organization Name:

<enter org name here>

Training Locations and Dates

Name (or Number of Attendees)		Tuesday 4/1/08 Grants Pass @OHM	Wednesday 4/2/08 Eugene @LIPA	Thursday 4/3/08 Salem @PHTECH	Tuesday 4/8/08 Portland @KAISER
<Attendee Name Here>		<-----Mark one location here----->			
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MMIS-MCO Workgroup

The MMIS-MCO Workgroup is for representatives from the mental health organizations, dental care organizations, fully-capitated health plans, and physician care organization contracted to provide services to OHP clients. At these monthly meetings, DHS and Electronic Data Systems (EDS) representatives provide updates on how the replacement MMIS will work and how it impacts managed care organization (MCO) business.

DHS will announce these meetings on the [OHP public meetings](#) page.

- [2008 meeting schedule](#) (pdf)
- [Workgroup charter](#) (pdf)

Meeting minutes (PDF)

This is an historical archive of past MMIS-MCO meeting minutes and information shared at those meetings. Information in the minutes and handouts are subject to change as the project develops.

For the most current information on the progress of the MMIS Replacement Project, go to the [MMIS Current Topics](#) Web page.

November 2007	834 enrollment file frequency; MMIS training discussion/follow-up; EDI testing schedule; MMIS communications. Handouts (pdf)
October 2007	MMIS communications; provider enrollment; MCO training approach; issues log. Handouts (pdf)
September 2007	Revised implementation schedule; MCO training approach and walkthrough; MMIS changes affecting MCOs; Medical Care ID changes. Handouts (pdf)
October 2006	Provider Implementation Support Plan overview; Medical ID card update; current vs. new Medical ID process. Handouts (pdf)
August 2006	Business decisions regarding MCO encounter submissions; moving pharmacy encounter submissions to NCPDP 1.1 format; MMIS-MCO issues log. Handouts (pdf)
June 2006	Approval of workgroup charter and minutes; MMIS Project schedule; new functionality in replacement MMIS; issues identified; questions and answers. Handouts (pdf)
May 2006	Workgroup purpose, roles, and responsibilities; MMIS Project update and timelines; issues identified; tabled issues discussion. Handouts (pdf)

Division of Medical Assistance Programs (DMAP)

Last updated: 1/9/08

MMIS/MCO Issues Log

Open Issues

Date Added	Issue #	Originator	Issue	Response
11/4/2005	05-2	R. Ganzon-Clackamas	Submission time frames and response times	
8/17/06	06-04	K. Ottelle - PHTech	Will DHS capture all modifiers and place of service codes to ensure mental health claims for same day of service will not receive suspect dupes?	
9/20/06	06-05	EDWG	Will the 835 RA contain a full copy of the original claim as well as the adjusted claim?	
10/19/06	06-07	Ron Preston/ DCIPA	Providers would like to see a demonstration of the web portal.	Paul Combs, EDS, has shared the MCO and Provider training plan during November 2007 Mtg.
7/2/07	06-11	P. Krewson	The MCOs are requesting one Provider File of all enrolled providers that includes the NPI number.	
10/17/07		J. Fray	Will the Fee Schedule created in the new system be more modern? I.e. will it contain modifiers rather than Type of Service codes to differentiate between different allowables for the same code?	
11/13/07		P. Krewson	How will the MCOs reconcile the weekly/monthly capitation to the daily/monthly enrollment?	

Division of Medical Assistance Programs (DMAP)**Last updated: 1/9/08****Previous Issues**

11/4/2005	05-1a	R. Ganzon - Clackamas	Duplicate claim error - Limitations on modifiers?	New MMIS will read all modifiers supplied within the HIPAA standard.
11/4/2005	05-1a	R. Ganzon-Clackamas	Duplicate claim error - Limitation on diagnosis codes?	New MMIS will read all diagnosis codes supplied within the HIPAA standard.
11/4/2005	05-1a	R. Ganzon-Clackamas	Duplicate claim error – MC provider types versus NPI	The new MMIS has two levels of provider types to identify a provider that allows more delineation to NPIs and taxonomy codes.
11/4/2005	05-3	K. Ottelle – PHTech	Modifier limitation	See 1a above.
11/4/2005	05-4	K. Ottelle – PHTech	Medicare Prime	Plans must include the appropriate claim adjustment reason code to identify Medicare coverage.
11/4/2005	05-5	K. Ottelle – PHTech	Can an encounter transaction be deleted regardless of its adjudication status?	This has been requested in the new system.
11/4/2005	05-7	Unknown	Are encounter claims edited against date of death rather than enrollment dates only?	Yes, an edit has been requested.
11/4/2005	05-8	Care Oregon	Will the new MMIS contain future eligibility dates?	This is a Business Decision not a system limitation. At this time the decision has not changed.
11/4/2005	05-6	C. Anderson	Will an encounter claim process through all encounter edits so all errors are known after adjudication?	8/16/06 – yes all edits will post to the claim and be reported on the 835-claim remittance advice.
3/21/06	06-01	P. Krewson	Provider Sanction Report	MCO 'majority rules' decided on 6/14/06.

Division of Medical Assistance Programs (DMAP)**Last updated: 1/9/08**

8/7/06	06-03	A. LaBansky	Will DHS require FCHPs and PCOs to go to full NCPDP pharmacy format.	Yes, letter sent August 2006
10/16/06	06-06	M. Trouslout OHMS	Will the FCHPs/PCO be going to the 5.2 NCPDP format?	Yes the full NCPDP standard will be utilized. Letter sent August 2006.
10/19/06	06-08	Ron Preston/ DCIPA	Who is financially responsible for the interface to be compatible between the providers and the new MMIS?	Providers will need a computer with internet access. Initially, the system will offer Web access via Microsoft's Internet Explorer 6. Support of additional browsers is under consideration.
6/1/06	06-02	A. LaBansky	Medical ID cards. How will new cards work?	Presentation by EDS – Paul Combs 6/14/06. Additional presentation by Tanya Allen on 9/19/06. Information to come as process is developed.
12/5/06	06-10	P. Krewson	No zeros allowed in CAS segment of 835 Electronic RA	Compliance issue.
10/17/07		C. Norman	With the change to a daily 834, there are many questions as to the timing of the file, the contents and the ramifications for the MCOs.	DHS and EDS addressed most of the concerns this at the 11/14/07 MMIS/MCO WG. The MCOs are working on a document detailing how the daily 834s will be processed and the differences.