How to Issue an Oregon Health ID & Coverage Letter in MMIS

Oregon Health ID cards- printing, new look…….. slide 2-6

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MMIS mail a card……..……slide 18-21

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Oregon Health IDs

- We can print temporary Oregon Health IDs from MMIS
- We can use MMIS to request an Oregon Health ID be mailed to the client
- MMIS will automatically mail Oregon Health IDs when new persons (or new cases) are added
- MMIS also automatically mails Oregon Health IDs when a medical recipient's name changes

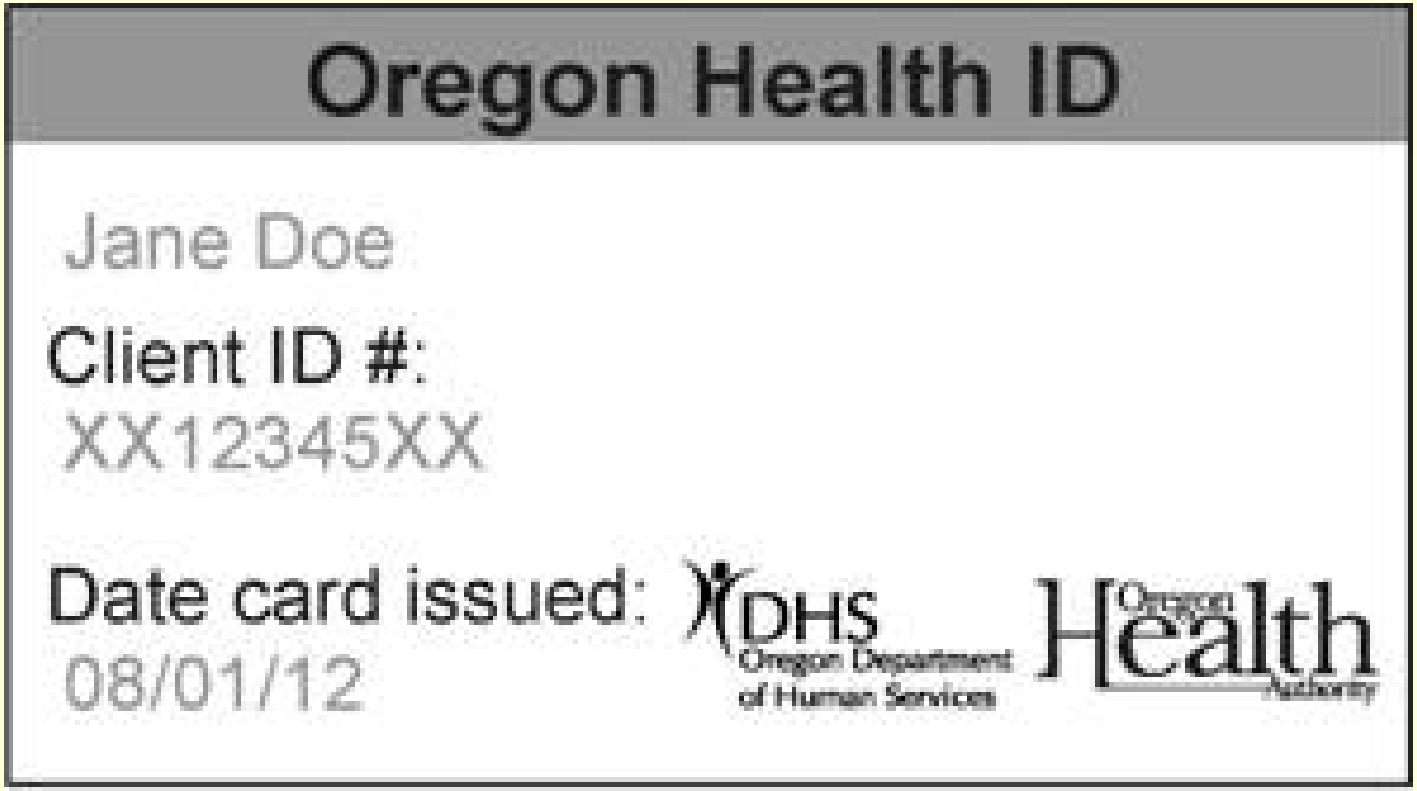
The new Oregon Health IDs are wallet sized

- The new Oregon Health IDs have the client's:
  - Name
  - Prime
  - Date issued
  - Client Services Unit phone number
  - For providers, the DMAP provider inquiry web address and the DMAP provider phone number.

The new Oregon Health IDs, cont.

- The new Oregon Health IDs are not a guarantee of eligibility
- The medical provider must confirm eligibility dates
- The provider needs the prime number
- Check to see if the client is eligible in MMIS
- You may not need to fax an Oregon Health ID if the client is eligible in MMIS

Here's what the front of the temp ID and permanent ID looks like:



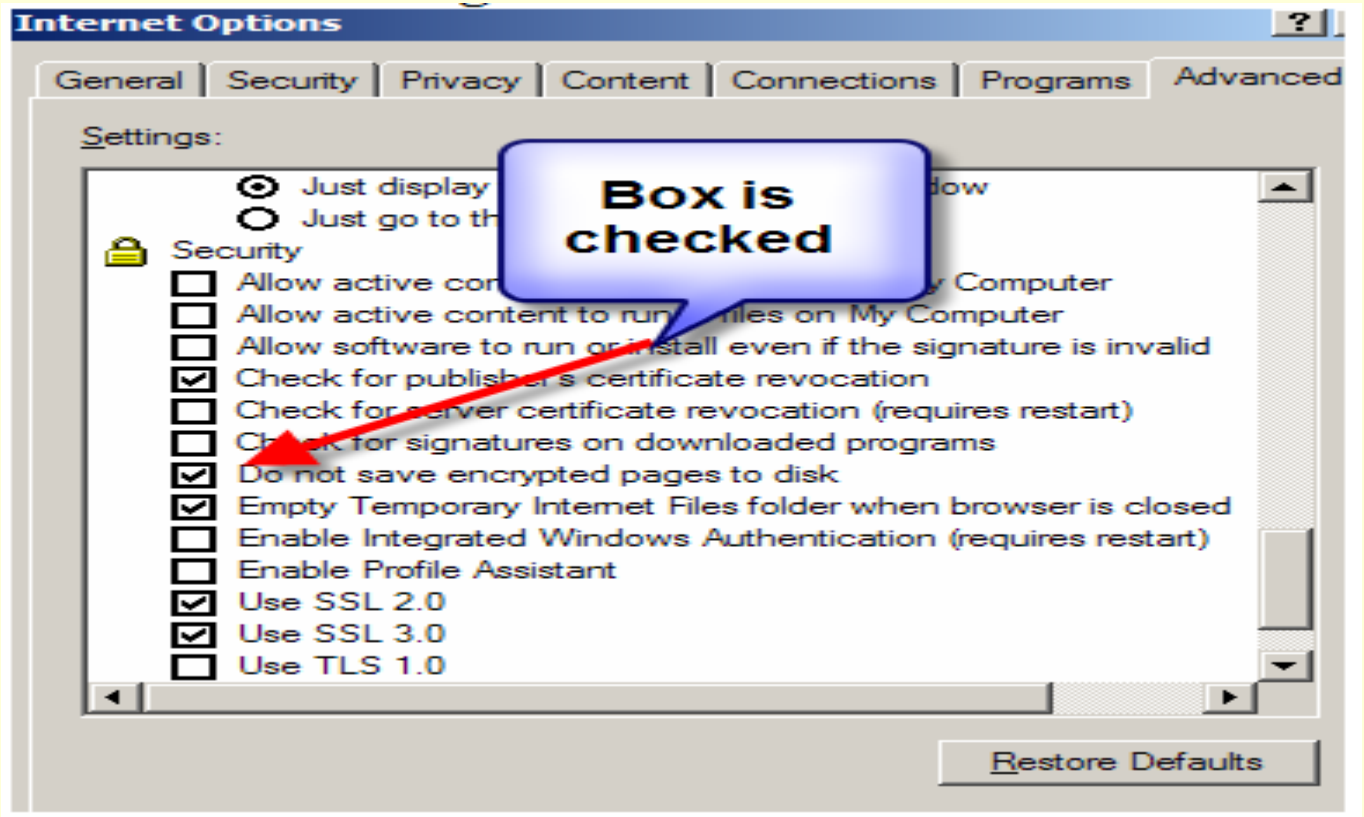
Front

And here's the back of the new ID:

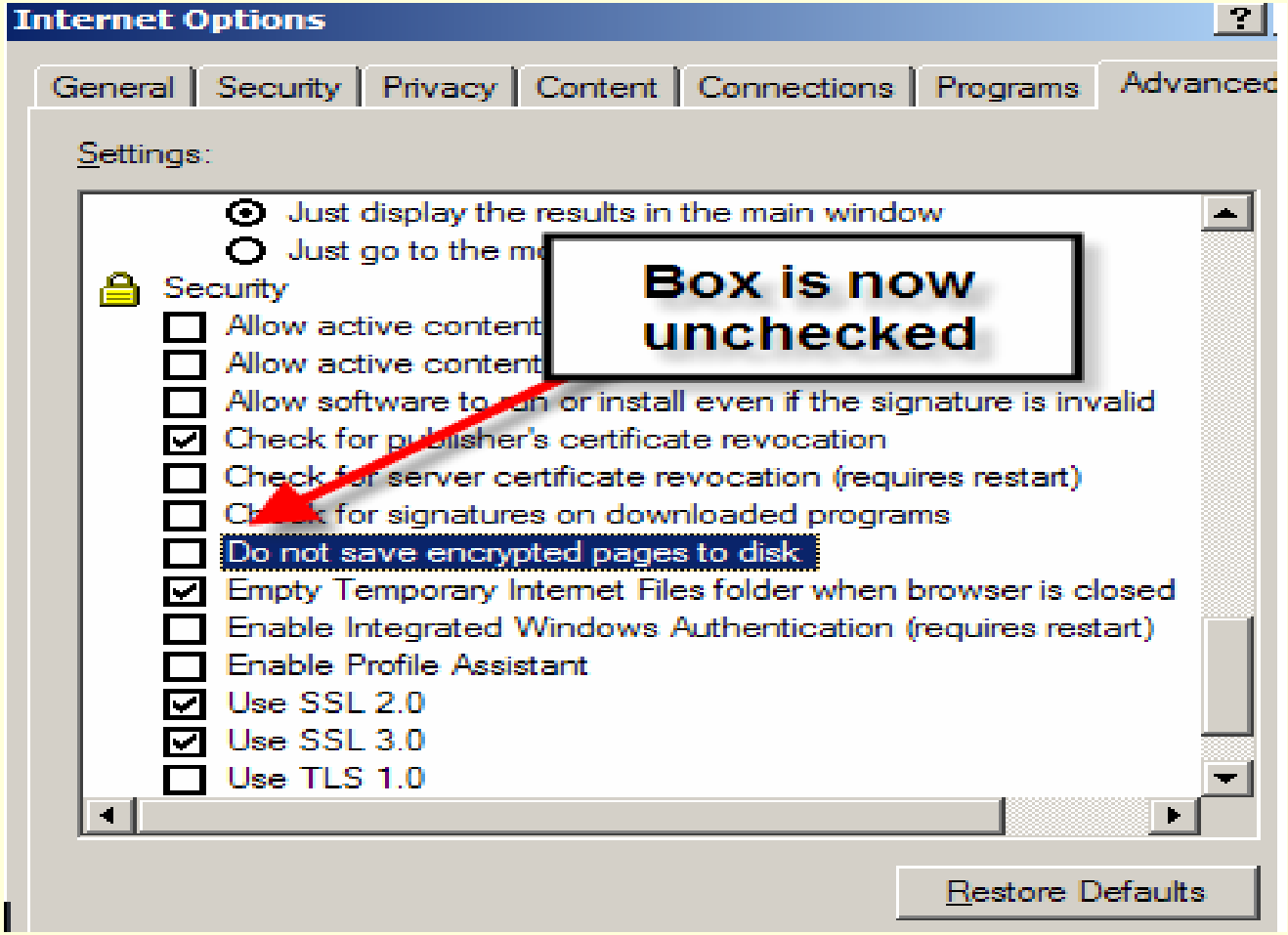
Issuing a temporary Oregon Health ID from MMIS

- There’s a security issue with the new temporary Oregon Health ID
- The security issue is with the web browser not MMIS
- Each branch needs to address how many/who should be allowed to issue temporary Oregon Health IDs

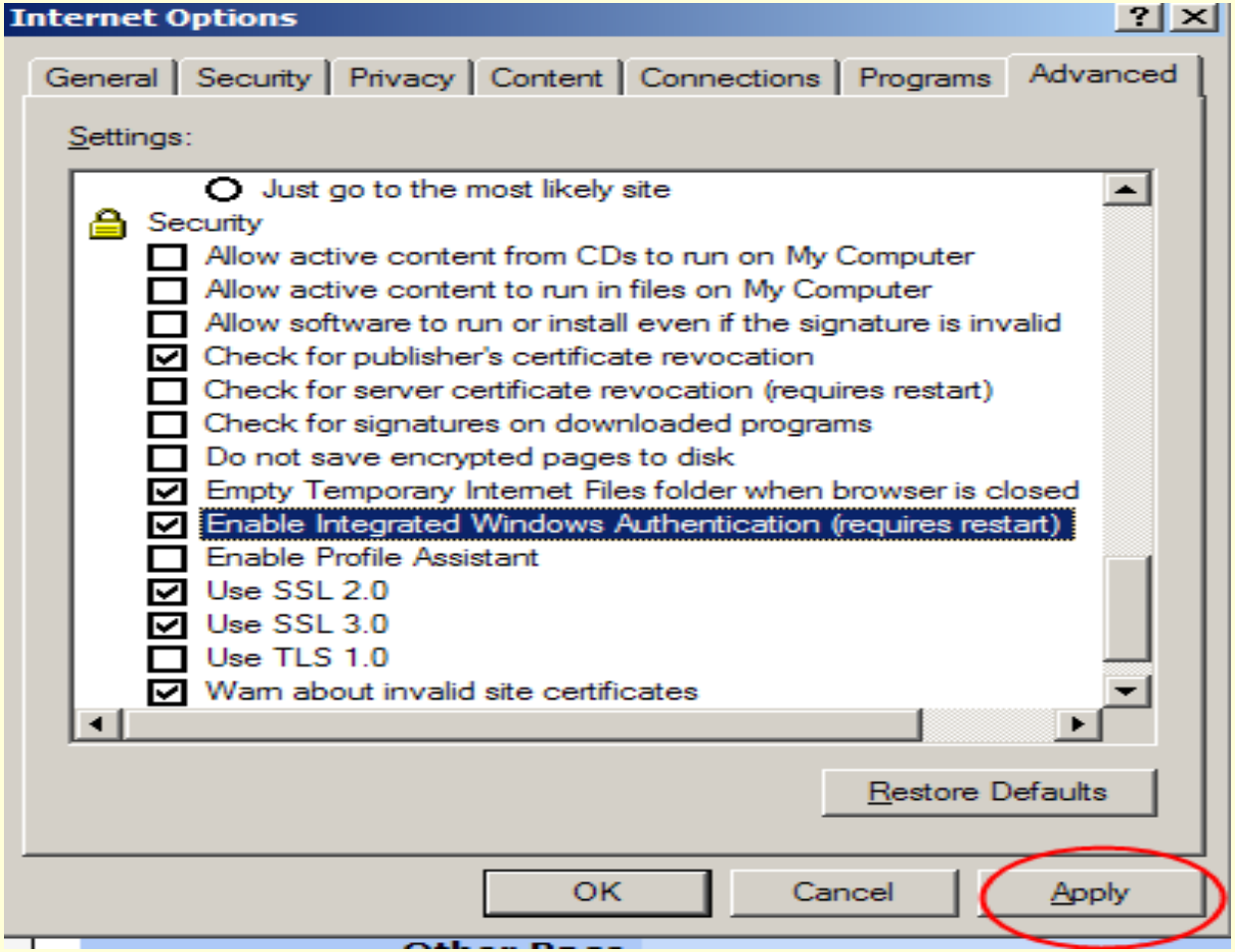
Temporary Oregon Health ID's: Click on Internet Options, then click on "Advanced". See the "Do not save encrypted pages to disk" box?



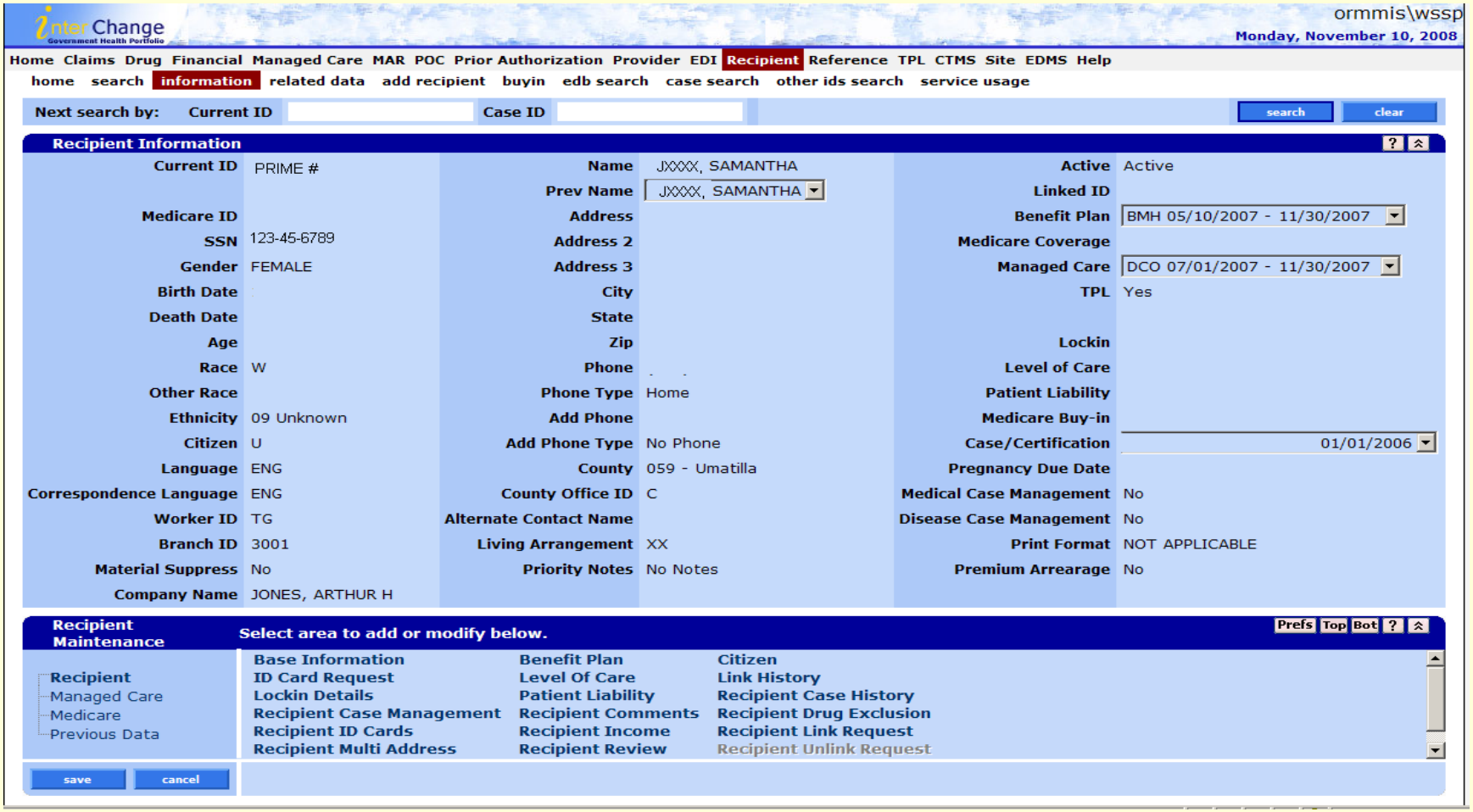
To print a temp ID, the first step is to uncheck the encrypted pages box



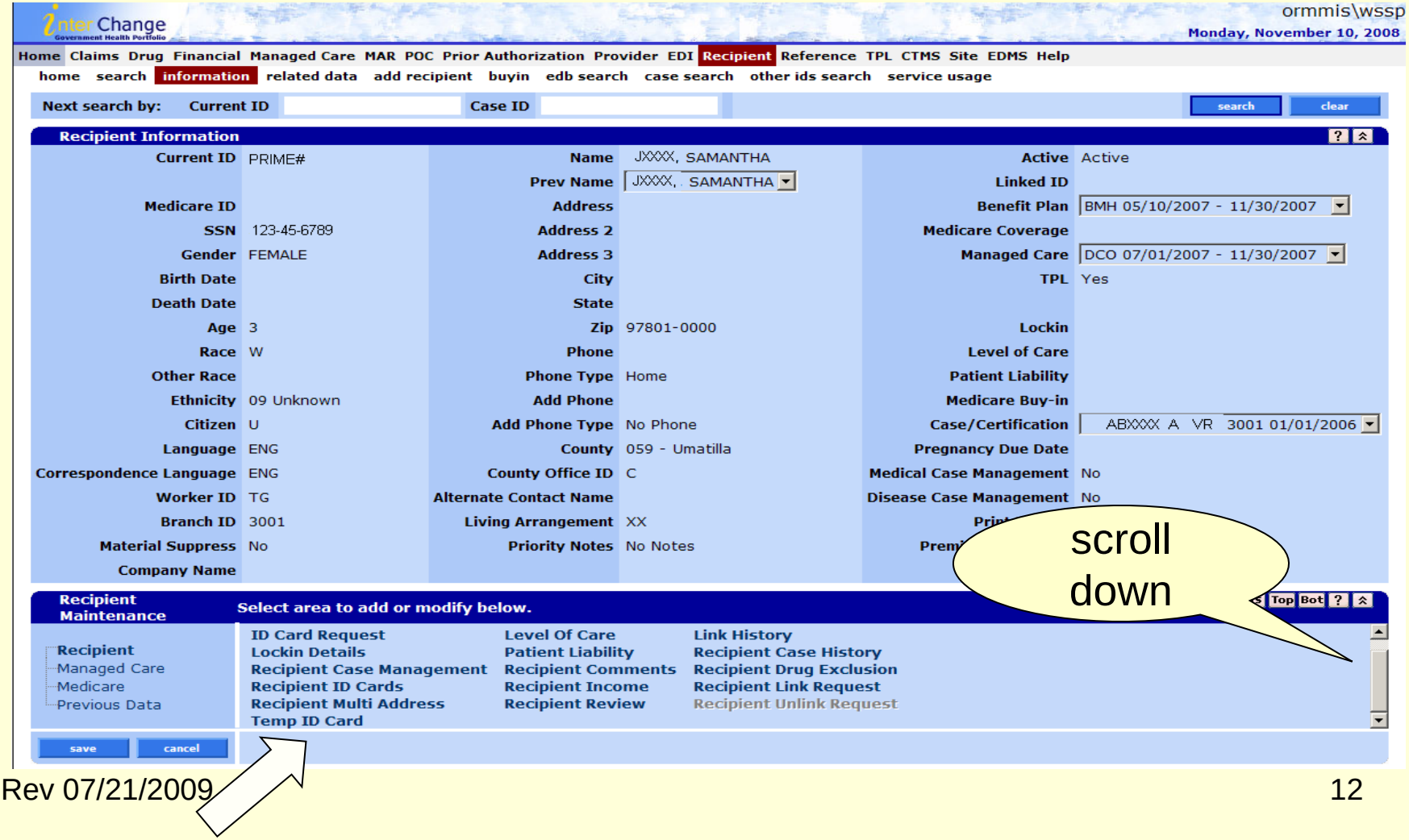
Click on “apply”



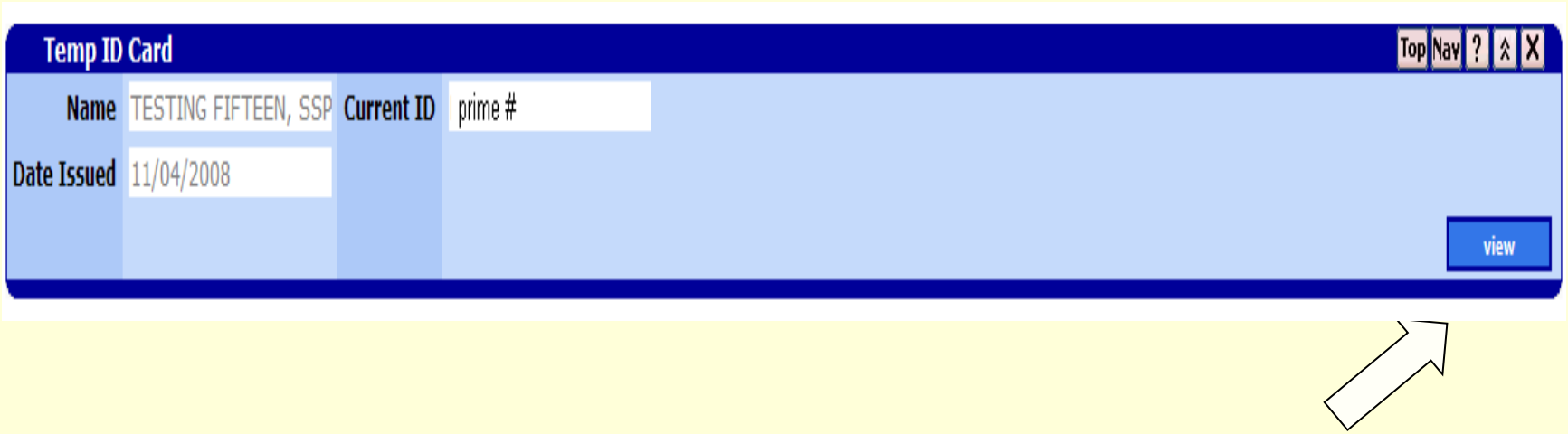
On MMIS, to issue a temporary ID, start with Recipient Information …



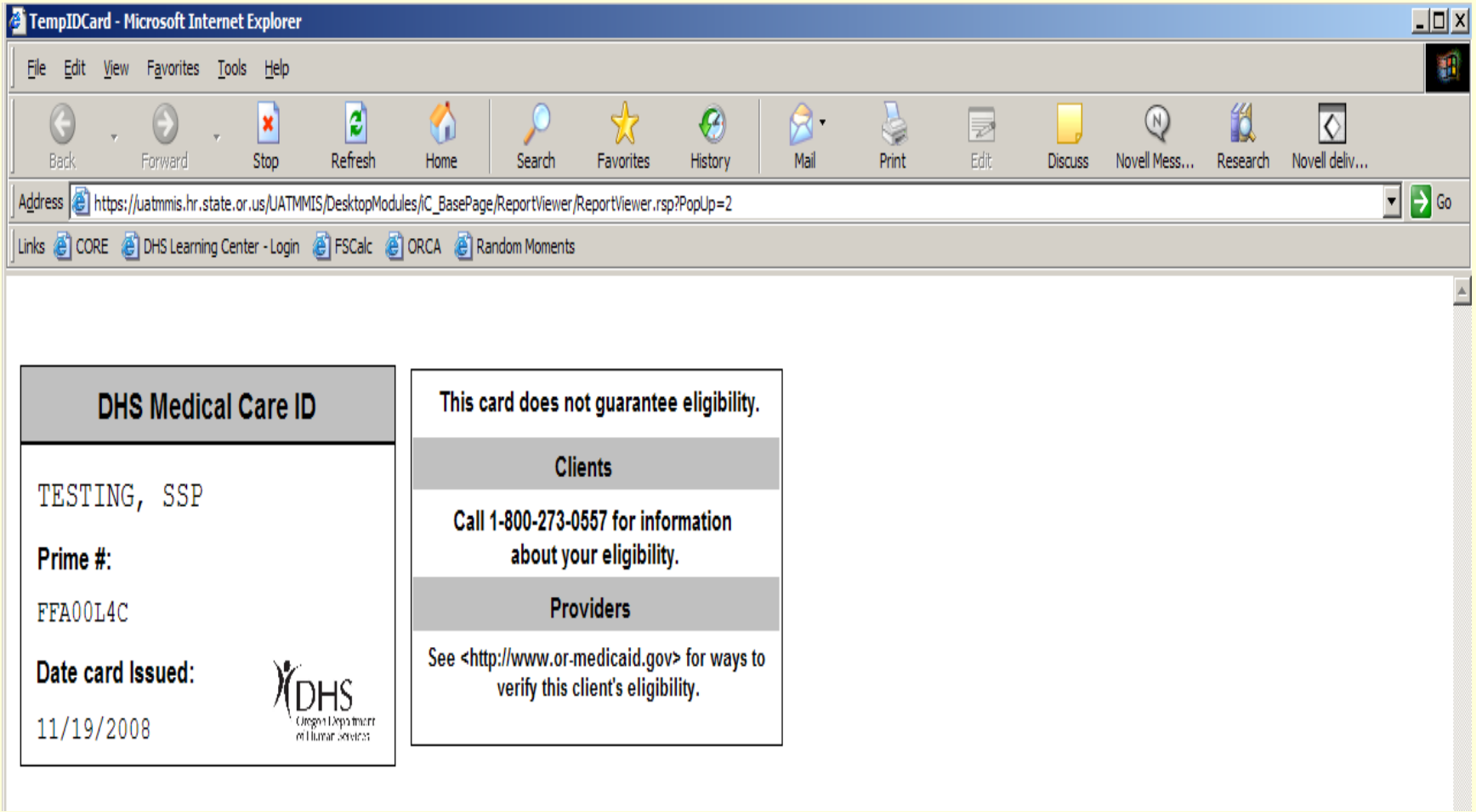
Click on Temp ID Card



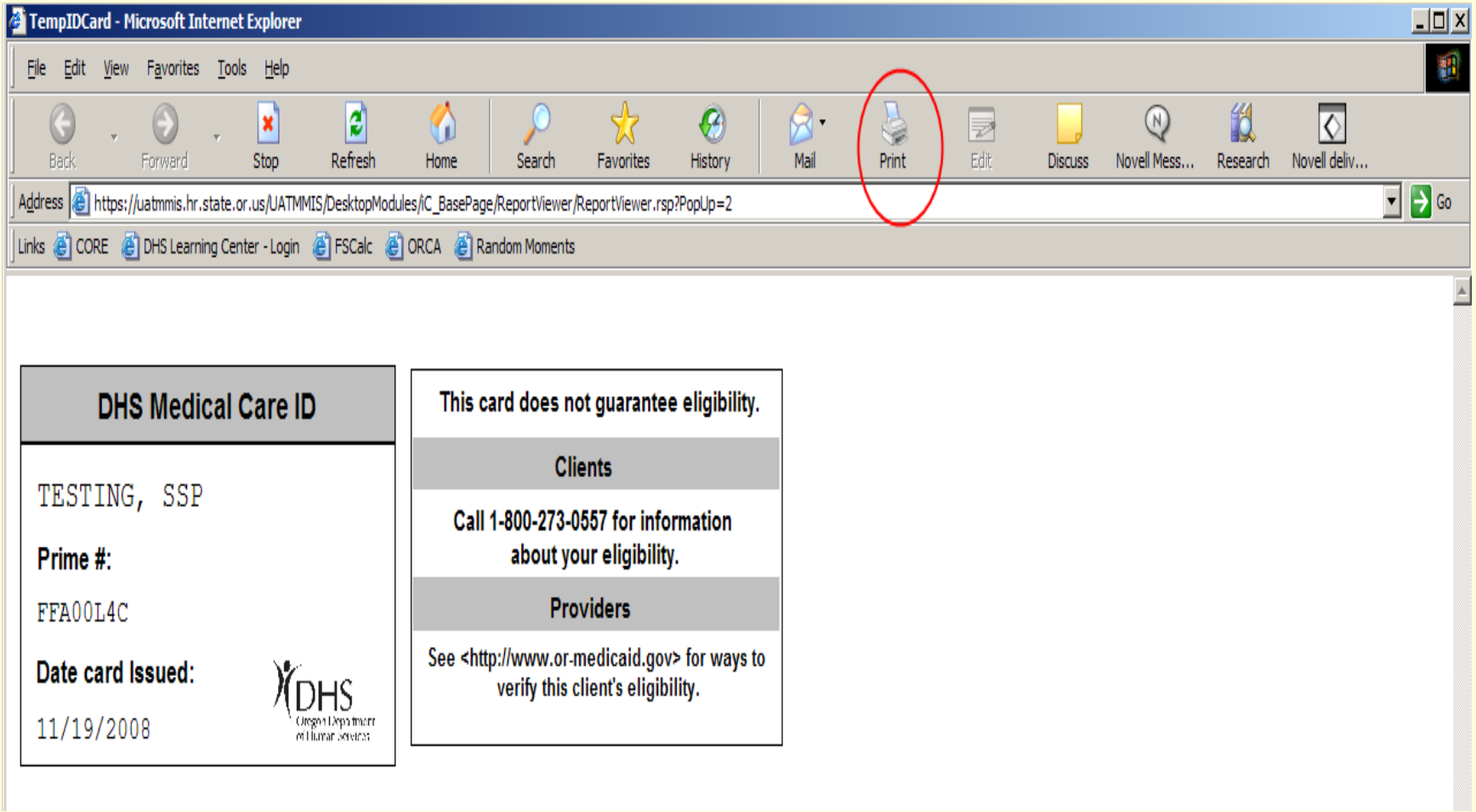
Click on the “view” button and …



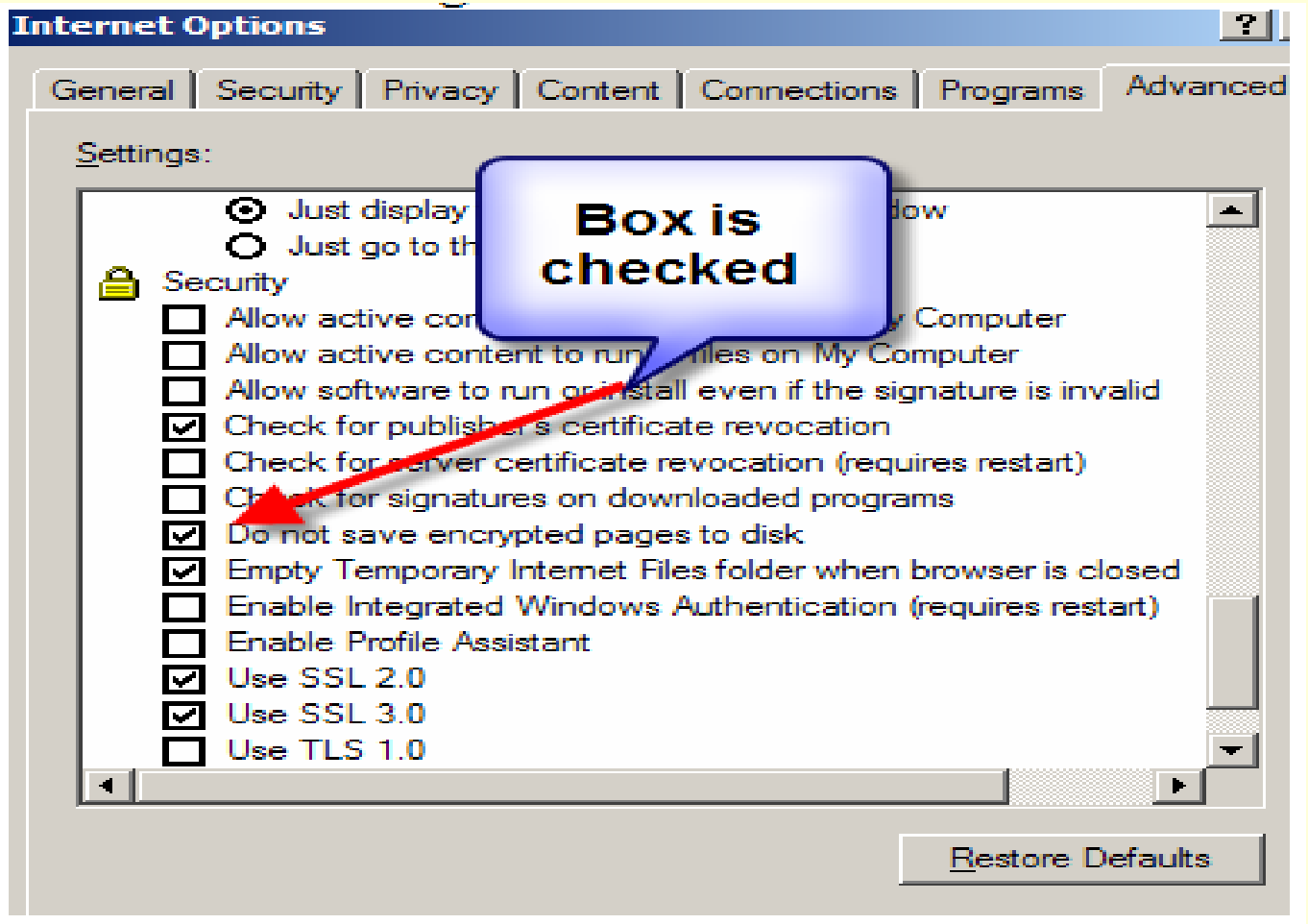
… the printable version of the temp ID will display



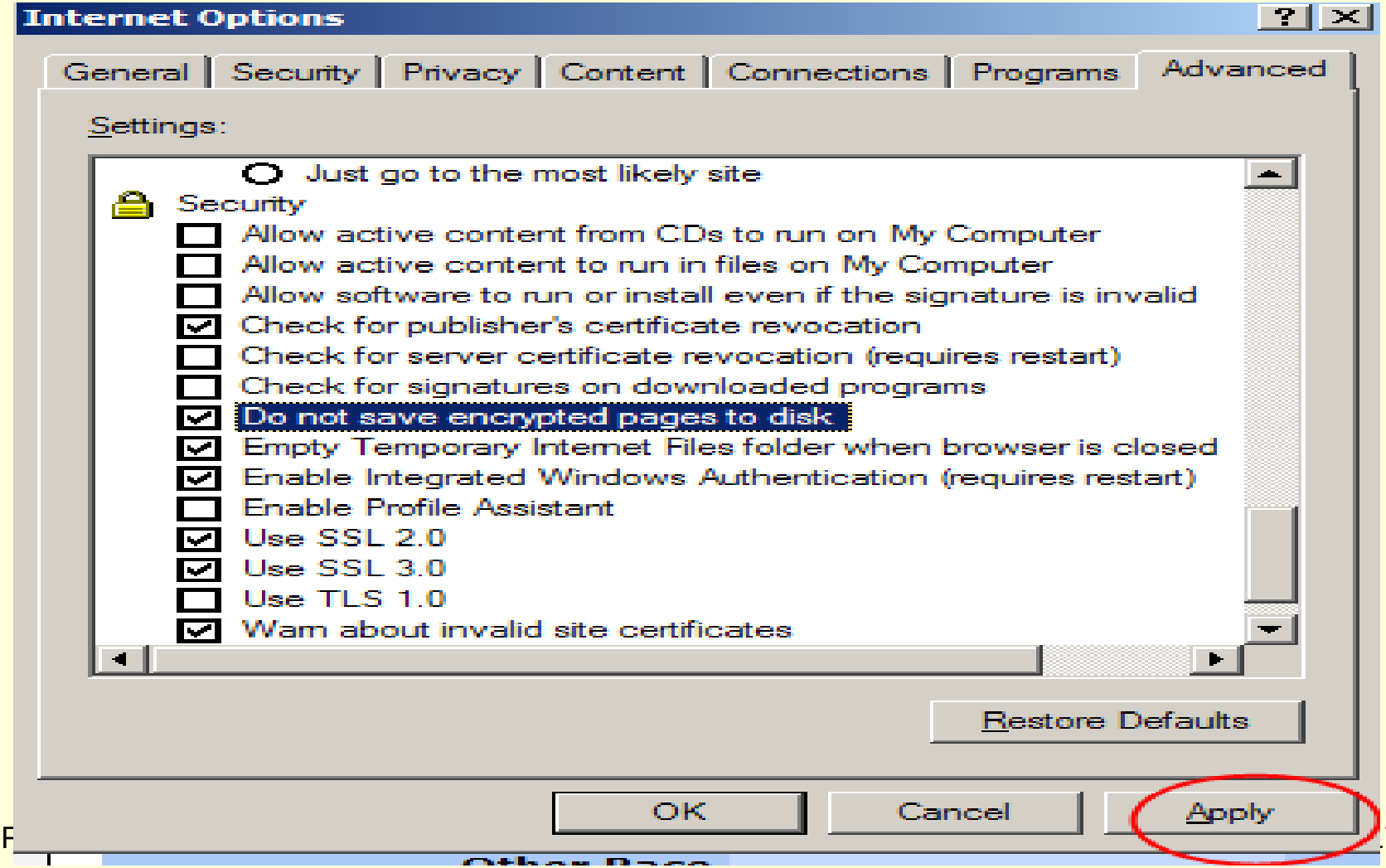
Click on print



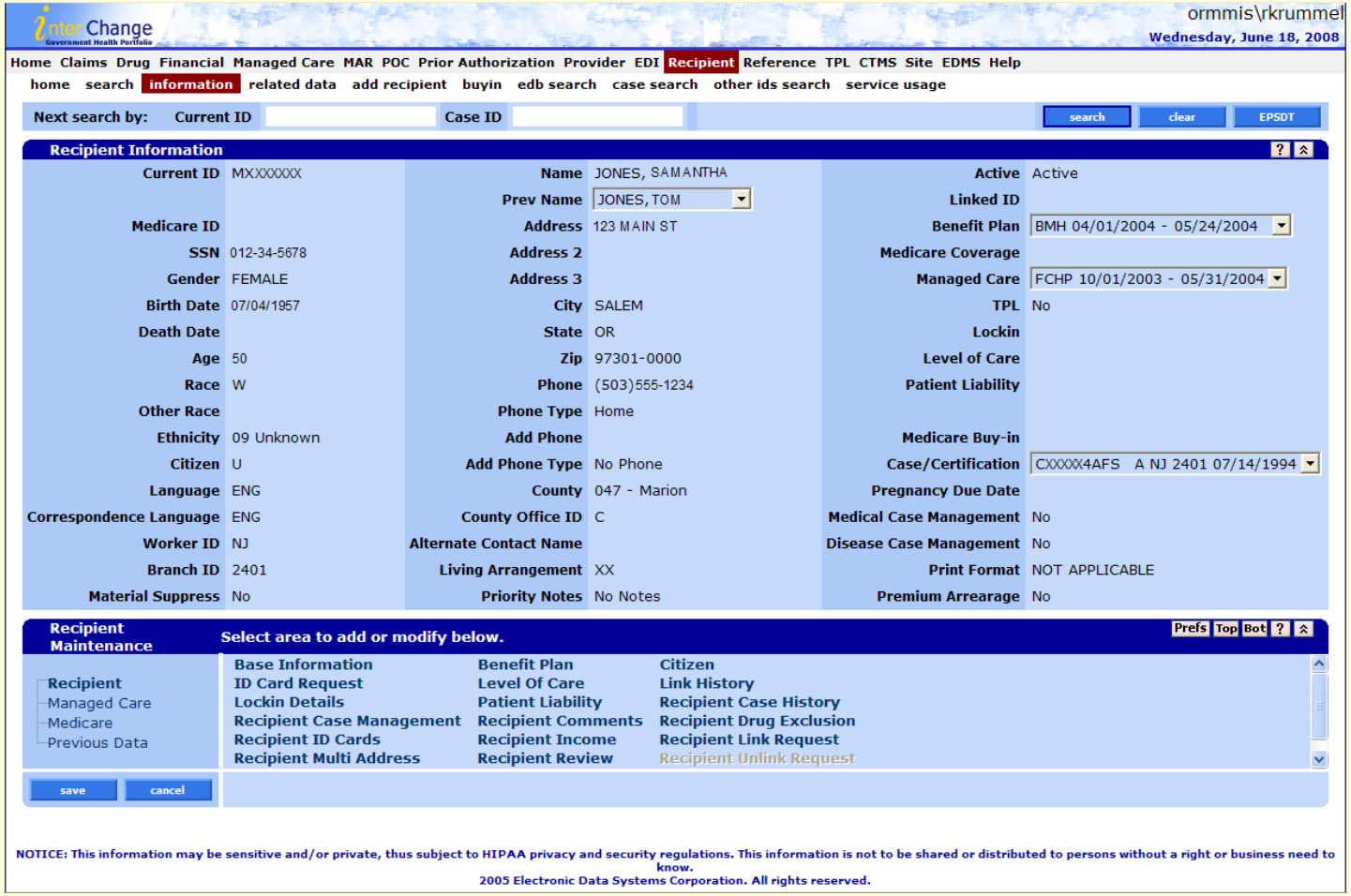
Go back to internet options and click on the “do not save encrypted pages” box



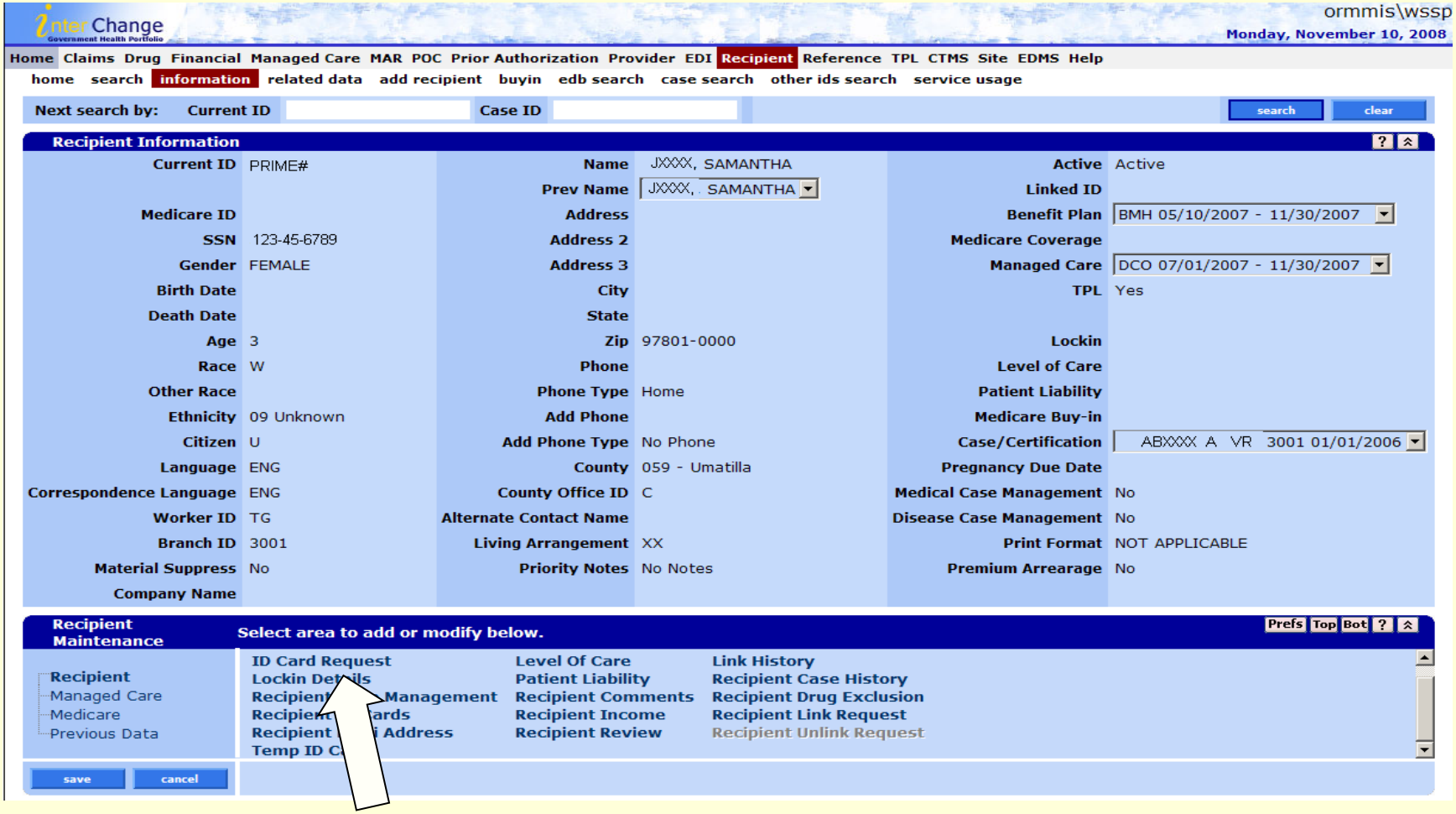
Click on “apply”



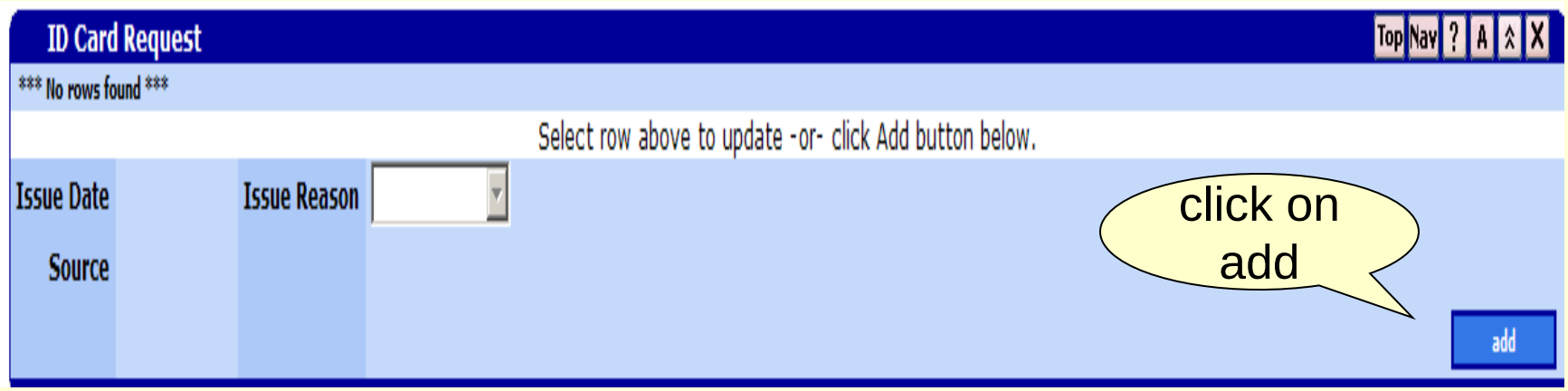
To have MMIS mail a replacement ID, start on Recipient Information…



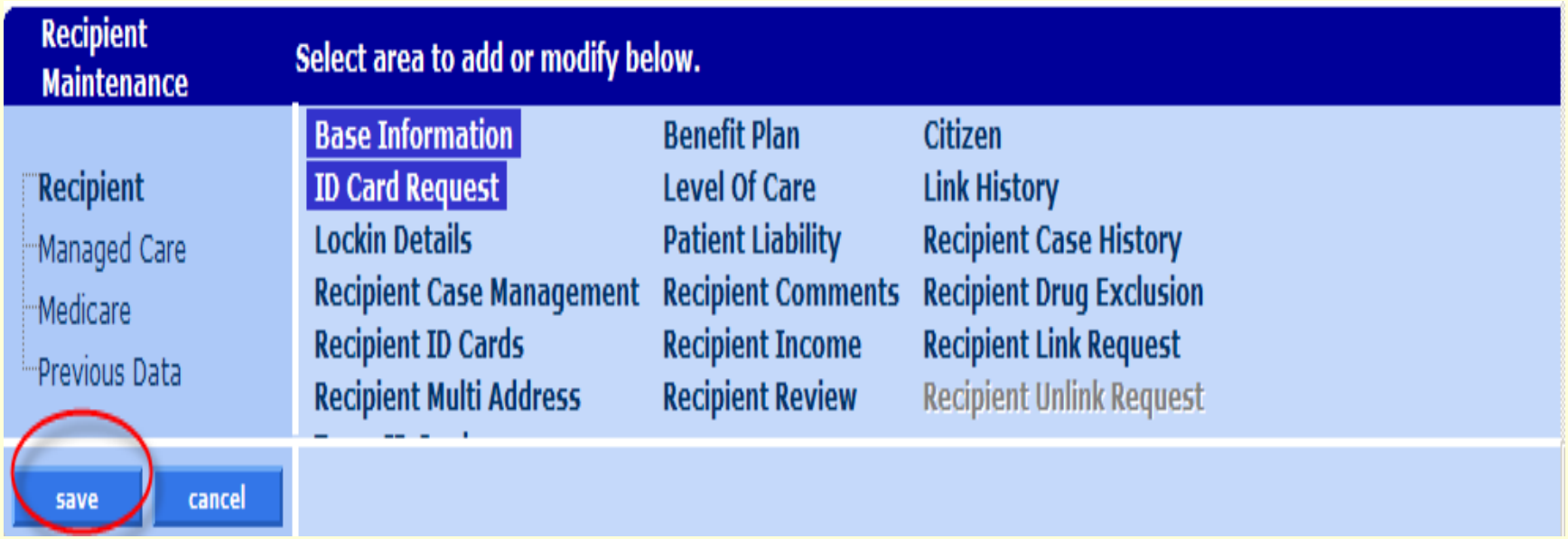
Click on ID Card Request



Click on the “add” button & add the issue reason



Click on the Save button. Once saved successfully



….after saving the ID request

- After you've saved the Oregon Health ID request, the add button will be grayed out for the rest of the day
- An Oregon Health ID will be processed that night and mailed the next business day

Coverage Letters

Coverage letter overview

- MMIS automatically sends a coverage letter when there is a change affecting managed care access (name change, plan change, etc.)
- The coverage letter explains the client's benefits, co-pay, TPL and managed care enrollment

Overview, continued

- Each time we tell the new MMIS to mail an Oregon Health ID, a new coverage letter for the entire case will be sent, too.
- If a client requests a duplicate coverage letter, issue a new Oregon Health ID and a coverage letter will be sent
- No coverage letter is produced when printing a temporary Oregon Health ID

MMIS sends coverage letters when:

- The client is enrolled or disenrolled from a managed care plan
- The benefit plan changes
- A medical program recipient is added or removed from the case
- When a recipient's name is changed
- When TPL is added or removed

Sample coverage letter

5503 XX#### XX P2 EN AT
PO BOX #####
SALEM, OR 97309
DO NOT FORWARD: RETURN IN 3 DAYS

Branch name/Division: OHP/CAF

Worker ID/Telephone: XX/503-555-5555

JOHN DOE
123 MAIN ST

HOMETOWN OR 97000

Keep this letter!

This letter explains your Oregon Health Plan (OHP) benefits.

This letter is just for your information. You do not need to take it to your health care appointments.

We will only send you a new letter if you have a change in your coverage, or if you request one.

Welcome to the Oregon Health Plan (OHP). This is your new coverage letter.

This letter lists coverage information for your household. This letter does not guarantee you will stay eligible for services. This letter does not override decision notices your worker sends you.

We will send you a new letter and a Medical ID card any time you request one or if any of the information in this letter or on your Medical ID card changes. To request a new letter or Medical ID, call your worker.

The enclosed yellow sheet lists the services covered for each benefit package and a list of helpful phone numbers.

We have listed the reason you are being sent this letter below. The date the information in this letter is effective is listed next to your name.

Reasons for letter:

The benefit package was changed for:
Doe, Timothy – 02/01/2009
Doe, Kathy – 02/01/2009

The following chart lists coverage information for everyone who is eligible in your household. See the enclosed Benefit Package chart for information about what each benefit package covers. Letters in the Managed Care/TPR enrollments section refer to the plans listed on the Managed Care/TPR Enrollment page.

Name	Date of birth	Client ID #	Copays?	Benefit Package	Managed Care/ TPR enrollment
John Doe	01/01/1968	XX1234XX	No	OHP Standard	A, B, C
Jane Doe	02/01/1968	XX1235XX	No	OHP with Limited Drug	A, B, C, G, H, I
Timothy Doe	03/01/2006	XX1236XX	No	OHP Plus	B, C, D, F
Kathy Doe	04/01/2007	XX1237XX	No	OHP Plus	B, C, E, G, H

Managed Care/TPR enrollment

Plan Information	Plan Information	Plan Information
A DMAP Medical Plan Care Oregon 800-555-5555	B DMAP Dental Plan Managed Dental Care of Oregon 866-555-5555	C DMAP Mental Health Plan Clackamas Mental Hlth Org 888-555-55555
D Private Maj Med/Rx/Dent/Vis Blue Cross of Oregon Pol# 12345678 ABC123456789	E DCM-FFS Disease Management DCM Care Enhance 1-800-711-6687 DCM-PGM	F DMAP Pharmacy Walgreen
G Medicare Part-A Medicare NW - Part A	H Medicare Part-B Medicare-B/BC N Dakota	I Medicare Part-D Has Part D
J	K	L
M	N	O
P	Q	R
S	T	U
V	W	X