

# MMIS

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## REPORTING MMIS ISSUES TO THE DHS SERVICE DESK GUIDE

- Before reporting to the Service Desk, please refer to the “Helpful Hints about Some Common MMIS Related Error Messages” document to see if there is a workaround or other things to look into.
- E-mail MMIS problems to the ServiceDesk, DHS or call them at 503-945-5623.
- Please report every instance of an MMIS problem to the DHS Service Desk.
- Please CC Joyce Clarkson and Alma Estrada on e-mail sent to the Service Desk.
- Below are a few of the most common MMIS PHP Enrollment and CM real time update to MMIS, issues.
- For additional user guides on the MMIS go to the SSP Medical web site at: [http://www.dhs.state.or.us/training/caf\\_ss\\_medical/index.htm](http://www.dhs.state.or.us/training/caf_ss_medical/index.htm)

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# DHS MMIS

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## MANAGED CARE ISSUES

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### **If managed care enrollments are not displaying on the PHP Enrollment Screen:**

I successfully enrolled case number (paste case number here) into managed care plans from the PHP Enrollment Screen, but the enrollments no longer display on the PHP Enrollment screen. These recipients display as actively enrolled in plans with 12/31/2299 end dates. This has already been identified as an MMIS defect. The assigned defect # is 22861.

### **Certain MCO's are not displaying on the Contract Selection Screen when they display as open for enrollment on the Managed Care Enrollment panel:**

Client(s) on case number (paste case number) requested managed care enrollment into (paste plan name or number). However, this provider does not display as a provider on the Contract Selection Screen (the new KSEL). However, this provider displays as available for enrollment on the managed care panel in the MMIS. This has already been identified as an MMIS defect. The assigned defect # is 23394 – 0.

### **If MHO auto-enrollment did not occur or a partial MHO enrollment occurred on a case:**

Client(s) on case number (paste case number) were not auto-enrolled into MHO plans. This has already been identified as an MMIS defect. The assigned defect # is 23768.

### **If multiple managed care plan enrollments are displaying on the PHP Enrollment Screen:**

Multiple lines/duplicates of the same managed care plans are displaying on the PHP Enrollment Screen. This is the case number (paste case number) and prime number(s) (paste prime numbers) where this happening. This has already been identified as an MMIS defect. The assigned defect # is 23014.

### **If you receive the “UUUU More than one provider by this region – select from W239” error message when attempting to dis-enroll from a plan on the PHP Enrollment Screen:**

When attempting to dis-enroll clients on case number (paste case number here), I receive error message “UUUU More than one provider by this region – select from W239.” This is preventing me from dis-enrolling and enrolling clients into a different managed care plans. This is happening when multiple lines of the same managed care plan display on the PHP Enrollment Screen. This is a known MMIS defect, that appears to be related to defect #23014.

**If a client has overlapping managed care enrollments on the MC panel:**

Client(s) on case number (paste case number here) displays overlapping managed care enrollment(s) for (paste plan name here). This has already been identified as an MMIS defect. The assigned defect # is 24076-1.

**If a client moved to a new managed care coverage area but are still enrolled in plans from previous county and enrollment options for the new county do not display:**

Client(s) on case number (paste case number here) were transferred to a new county on XX/XX/XX. They continue to display as actively enrolled in the managed care plans from the county they moved from and the PHP Enrollment Screen is not displaying enrollment options for the county they moved into. This is a known MMIS defect, but the number has not been provided.

**If shared case members have different plan enrollments**

Client(s) (paste prime number(s)) on case number (paste case number here) display with different managed care enrollments. This is a known MMIS defect, but the number has not been provided.

**If the managed care enrollment dropped off or historied off for no apparent reason.**

Client(s) (paste prime number(s)) on case number (paste case number here) were disenrolled from their managed care plans. These clients continue to display as eligible in the MMIS, have no TPL, or managed care exemptions to explain this disenrollment. This is a known MMIS defect, but the number has not been provided.

**If the MMIS is auto assigning exempt clients into managed care plans**

Client(s) (paste prime number(s)) on case number (paste case number here) display as exempt from managed care enrollment on the MC Special Conditions panel. The MMIS auto-assigned exempt clients into managed care plans. This has already been identified as an MMIS defect. The assigned defect # is 24618.

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## RECIPIENT & REAL TIME UPDATE ISSUES

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**If you receive this error message when no conflict with medical eligibility exists (like overlapping medical effective dates, etc – see *Helpful Hints* doc), “2104MMIS program determined from pgm-1 conflicts with other programs”:**

I received error message “2104MMIS program determined from pgm-1 conflicts with other programs” on case number (paste case number here). This has already been identified as an MMIS defect. The assigned defect # is 23240.

**If you receive this error message “4071 Benefit plan not set from aid code” after adding BED to CM or if the income and medical case descriptors are coded correctly on CM and the error message is displaying incorrectly:**

I received error message "4071 Benefit plan not set from aid code” on case number (paste case number here) (please indicate if you added a BED case descriptor to CM). The assigned defect # is 24456.

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## OTHER ISSUES

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**If you are timed out before the specified 20 minute time frame:**

The MMIS is timing me out in less than 20 minutes. This has already been identified as an MMIS defect. The assigned defect # is 24880.