

DMAP & MMIS Related Contact Information

(includes who to contact for managed care enrollment/disenrollment issues; transferring from/to CW/OYA; continuity of care exemption process)

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Problems at MMIS login?

Contact the DHS Service Desk for:

- Problems with login
- Need a password reset?
- You logged in, but you can't seem to access the right screens (security issues).

Phone: 503-945-5623

For non-urgent matters email via Groupwise:

SERVICDESK,DHS

When clients call and have problems accessing medical services or have billing questions

- Refer them to: Client Services Unit at 800-273-0557. For example, the client is eligible for medical, but the provider is unable to verify eligibility.
- Workers may call CSU, too.

Role of DMAP's Client Enrollment Services (CES) Unit

- CES (DMAP, CES in GroupWise) is the clearinghouse for most DMAP & MMIS related issues, including:
 - Enrollment/disenrollment exemptions
 - Newborn enrollment
 - Complex enrollment issues requiring managed care plan approval
 - Urgent enrollment/disenrollment requests
 - Retroactive enrollment/disenrollment requests
 - Dual prime issues

Examples of CES problem resolution

Send an e-mail to DMAP, CES whenever there is an managed care enrollment issue. Issues include (but are not limited to):

- When the PHP screen can't be used to update managed care
- AEN child is enrolled in incorrect plan
- The client's managed care needs to end mid-month or needs to be changed for a prior month
- The client is having problems accessing care

Request for open medical care ID (continuity of care exemption)

- SSP workers must have their client contact their medical provider. The provider should fax a letter requesting an open care ID because of continuity of care issues to:
 - DMAP Medical Director's Unit
 - Dr. Walter Shaffer
 - 503-373-7689
- The provider should include chart notes with the faxed letter.
- If approved, DMAP will disenroll the client from managed care and add the continuity of care exemption codes.

When transitioning a child from CW to SSP/SPD/AAA medical

- CW Federal Revenue Specialist (FRS) take care of CW medical cases
- Most CW children are referred to the OHP Statewide Processing Center (branch 5503) Children's Medical Processing team
- For children leaving CW that didn't go through the 5503 referral process:
 - First, identify the child's CW branch from the child's CI-FIND screen (WEBM FIND) or from MMIS
 - Use the (FRS) phone list to determine who is that branch's CW Federal Revenue Specialist
 - Contact the CW Federal Revenue Specialist (FRS). The FRS phone list is in the MMIS section on the SSP medical tools website

When transitioning a child to/from OYA

- Regardless of the OYA branch, coordinate the medical eligibility dates for a child going to/from OYA/DHS by contacting **Linda Minden** in OYA
- Linda is in GroupWise (and at 503 373-7519)

DMAP medical transportation policy

- DMAP “owns” the medical transportation policy
- Questions? Please check the DMAP Medical Transportation Worker Guide at http://www.oregon.gov/DHS/healthplan/data_publications/wguide/main.shtml
- The Worker Guide will answer most questions. If additional questions, please contact:
 - David Gulliver, Medical Transportation Policy Analyst
 - In GroupWise or at 503-945-5796

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