



New MMIS Offers Providers Valuable Online Resources

Oklahoma Medicaid providers now have a new “real-time” resource at their fingertips that will expedite claims processing and payment for their services. The Oklahoma Health Care Authority’s (OHCA) new website, www.ohca.state.ok.us, offers you access to the Oklahoma Medicaid Management Information System (OKMMIS) – *Medicaid on the Web*. This gives providers versatility in filing claims and accessing Medicaid data on eligibility, claim status, claim payment information and prior authorizations. Through this site, busy medical offices can also receive their 835 remittance advice or receive messages from OHCA faster than they can be mailed. Submitting claims electronically will reduce human error and ultimately save providers money on forms, office supplies, postage, document management and storage fees.

“The OHCA secure website offers versatility in accessing Medicaid data on claim status, remittance advice and prior authorization inquiry. It also provides a messaging system from the OHCA to the providers,” said Dr. Lynn Mitchell, State Medicaid Director. “We hope that providers find the secure website beneficial to their daily business activities.

“This project is a joint effort of OHCA and EDS, the company we



contracted with over a year ago to build this secure site and to serve as our new fiscal agent.”

OHCA began the process of designing and implementing a new MMIS in the fall of 2000. They signed a contract with EDS in November 2001 for that company to

Provider Resources

Call Centers – EDS and OHCA

Beginning with the Jan. 1, 2003, transition events, a new telephone system was integrated with an extensive call tree. This allows providers and clients specific options of selection to take them to the correct areas for assistance. The new call tree offers access to more than 30 OHCA and EDS customer service staff to assist clients and providers.

For example, if you need to request an Internet PIN you call either 405-522-6205 (OKC metro)

help them design, implement and operate the massive project. While not directly related to the federally mandated Health Insurance Portability and Accountability Act (HIPAA), the new system incorporates the HIPAA standard formats, which will be required by Oct. 1, 2003.

“Since we were already working on the new MMIS, we included the HIPAA transaction formats when we brought the new system online Jan. 1, 2003,” Mitchell said.

Providers can use *Medicaid on the Web* to:

- verify client eligibility for up to three previous years
- submit prior authorization requests

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or 1-800-522-0114, follow the voice instructions and select “8” then the EDS Call Center receives your call. When you select option “1” for claim status information on the status of a claim or remittance advice, the EDS Call Center again receives your call. The OHCA Call Center (Customer Service) receives calls when you select other options. The provider telephone numbers are either 405-522-6205 or 1-800-522-0114. Follow the

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Getting Started — An Overview

To access OHCA's secure website, go to www.ohca.state.ok.us.

The welcome page has three main sections: General, Consumer and Provider.

Initially, only providers can access the Medicaid secure website (under "Provider Services" in the pull-down menu at the top of the page). You must use the nine-digit Personal Identification Number (PIN) for the Internet which OHCA mailed to you in October. Once you have successfully logged on, you can designate one or more representatives, called clerks, to access your account information. Any clerks or billing agents authorized by you during this initial setup procedure will then be able to access your information as well. They will then log on as themselves from the pro-



cess you established with their initial log-on information.

A unique, nine-character PIN was issued by OHCA for each provider site and/or service so you may have received more than one PIN. If you have more than one location, you must create a PIN and set up the clerks and billing agents for each

separate account. After you set up a clerk and they have successfully logged on once, you may "Grant Access" or assign them to your other locations. You will just need to enter the user name your clerk established and click the "Grant Access To" button. Be sure you know exactly how the clerk is listed or entered. If you Grant Access To "Linda" when it is spelled "Lynda," you are giving access to the incorrect clerk, who in turn would have access to your account information.

System Requirements

To accurately view the features of OHCA's secure website, you must have Microsoft Internet Explorer, version 5.0 or higher, with 128-bit encryption, on your computer. If you do not have this version of the required software, you may download it by clicking on the Internet Explorer link on the initial log-on page. The pages are designed to be viewed on a screen resolution of 600x800. Contact your system or network administrator to change your screen resolution, if necessary.

First Time Log On

To get started, simply go to the "Provider" pull-down menu and click on "Provider Services" to go to the log-on page. First-time users will log on under the "First Time Here?" section. Your log-on ID can be either your new nine-digit Medicaid Provider ID, your Social Security number (without dashes) or your Federal Employer Identification Number (FEIN). The nine-character PIN you received from OHCA is entered as your PIN in the same way it is printed in the letter (numbers with upper- and lower-cased letters). If,

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- check the status of their prior authorization requests
- submit claims via direct data entry or batch uploads
- view, resubmit or adjust adjudicated claims
- download 835 remittance advice

All Oklahoma Medicaid Fee-for-Service and *SoonerCare* Choice providers should have received a letter from OHCA last year with a Personal Identification Number (PIN) for accessing *Medicaid on the Web*. Instructions were included for logging on to the system for the first time and setting up the provider's individual account.

"While providers can still submit paper claims at this time or use a third-party billing service, we encourage them to consider using our secure website," Mitchell said.

"Time is always precious in a busy medical office, and this new resource was specifically designed to minimize the time and effort required to handle all the paperwork involved in claims processing. Health care is about treating the sick, not shuffling papers."

Medicaid on the Web is a user-friendly resource designed to make the claims handling process easier for providers, while meeting the requirement for standardization set forth in the HIPAA mandate. To access the secure site from OHCA's main web page, go to www.ohca.state.ok.us and choose "Provider" at the top menu bar, then click on "Provider Services" from the drop-down menu. The OHCA and EDS are available to answer questions, resolve issues and help new users get started.

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at this point, you have problems logging on using your mailed PIN or if you did not receive your PIN letter, please call 405-522-6205 or 800-522-0114, follow the voice instructions and select option “8” for Internet PIN reset.

When you have successfully entered the correct information and click the “Log On” button, you will be taken to the Provider Account Maintenance page, where you can establish a new user name and password. Choose a unique user name that you can easily remember, such as ABC Hospital, ABC Clinic, Dr. ABC, etc. The password must be six to eight characters, must start with a letter of the alphabet and must include two numbers. Both the password and user name can have no special characters (i.e., & * % #) and are case-sensitive, so be sure if you use upper- and lower-cased letters you make note. Enter a contact name, e-mail address and phone number in the fields provided. You will also be able to set up access for your clerks or billing agents on this page. If your clerk works in multiple offices, find out if he or she already has a user name established. If the clerk already has a user name, you must enter this in the user name box and

click the “Grant Access To” button. Be sure to click “Save” after adding or creating a clerk on your account.

You may revoke authorization of any clerk that you established by going back to the Account page (an option on the menu bar across the top), selecting the user name in the list menu at the left, then clicking the “Revoke Permissions” button and then clicking “Save.” The clerk’s user name that you deleted will no longer appear in the list menu at left.

Subsequent Log On

Now that you’ve set up your account, you will log on in the “Already a Member?” fields by entering the user name and unique password (both case sensitive) that you created earlier. You will then be taken to a page showing that you have successfully logged on to the website and will be able to retrieve any global messages from OHCA. Click “Next,” and you will move to the Provider Main Page. Your provider number that you used to log on is displayed at the top of this page, along with several links for secure website features.

You can also navigate through the website by selecting any of the options in the menu bar at the top of the page.

Take advantage of these features:

Eligibility Verification

- Inquire online
- Receive real-time response
- Print online verification for your records
- Submit batch inquires online

Prior Authorization

- Submit request online
- Perform status inquiry online
- Submit batch requests and batch status inquiries online

Claim Information

- Direct data entry (DDE) of individual claims online
- View status of adjudicated claims – paid, denied, suspended or adjusted
- View, resubmit or adjust most adjudicated claims before you receive your remittance advice
- Check pricing and limitations for a procedure code or National Drug Code (NDC)
- Submit batch claims and batch claim inquiries online via upload functionality
- To receive your 835 electronic RA, a test file is required. Call 405-416-6801.

Messaging System

- Messages from OHCA relevant to you are displayed after your successful log on.

Log On as a Billing Agent or Clerk

If you are a billing agent or clerk, you must log on using a user name and password (both case-sensitive) created for you by a Medicaid provider. If you are unable to log on using the authorized information, you will have to resolve this matter with the issuing provider.

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After you have entered your user name and password given to you by the provider in the text fields under the “Already a Member?” section and clicked the “Log On” button, you will be taken to the Account Maintenance page, where you must create a new user name and password. The password must be six to eight characters, must start with a letter of the alphabet and must have two numbers. You will also be prompted to establish questions and answers, in

the event that you forget your password in the future. Because the user name and password are case sensitive, you will have to enter them exactly as they were originated. You will then need to log out of the website and

log in again under “Already a Member?” using your new user name and password. On future visits, you will log on with your new password that you established.

If you are a clerk and work with multiple providers (i.e., group), you must provide the providers with the user name you established so they may grant access to you. You will then be able to choose which provider you wish to view by using the Switch Provider from the Main page. This option only appears if you are granted access to more than one provider account. If you cannot see all of your providers, either you were not granted access to their accounts or the providers did not use your correct user name when they granted access to you for their accounts. Clerks may not grant access to other clerks.

Forgot Your Password?

If you forget your password, you may set another password from our Reset Password page. Click on the “Forgot Password?” option on the menu bar. From the Reset Password page, select the “Provider,” “Billing Agent” or



“Clerk” link, whichever is applicable. Once you are on the Reset Password for Providers page, click “Help” on the menu bar at the top of the page for further instructions. Billing agents or clerks must provide answers to the two questions established during the initial visit to the website. The issuing provider will be contacted if this process fails.

Security

Every effort has been made to ensure confidentiality with the flow of information throughout OHCA’s secure website. You will notice Security Alert boxes during the process of log on and log off. You will also be required to accept the agreement after your initial log on regarding privacy, etc. If you do not accept the agreement, you will not be able to proceed in utilizing the secure website for your business processes. For security purposes, an automatic log off after 15 minutes of inactivity occurs, and you will be required to log on.

We recommend that you close your browser session when you are finished.

Acronyms

CTI	Computer Telephony Integration
DDE	Direct Data Entry
EDI	Electronic Data Interchange
EDS	Electronic Data Systems
EVS	Eligibility Verification System
AVR	Automated Voice Response
HIPAA	Health Insurance Portability and Accountability Act
ICN	Internal Control Number
ISP	Internet Service Provider
NDC	National Drug Code
OKMMIS	Oklahoma Medicaid Management Information System
PA	Prior Authorization
RA	Remittance Advice
RAS	Remote Access Server

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voice instructions, then select your needed option.

EDI Help Desk

The EDI help desk allows providers to gain information about Electronic Data Interchange. If you need to get established to submit “batch” claims or receive your remittance advice electronically, or if you have any questions about Electronic Data Interchange, you may call this help desk. The EDI help desk hours are 8 a.m. to 5 p.m. at 405-416-6801. (See EDI Information at the OHCA website at www.ohca.state.ok.us/provider/Billing/EDI/).

Provider Billing and Procedure Manual

This newly updated manual is available to all providers at OHCA’s public website: www.ohca.state.ok.us/provider/Billing/provmanual/. The manual was developed to assist you in receiving reimbursement for providing necessary services to eligible Medicaid clients living in Oklahoma. Print a copy from the site and keep it handy for quick reference. Remember to check back periodically for manual updates on the website.

Field Consultants – EDS

EDS has assigned a field consultant for each of the four regions in Oklahoma. These consultants may be a provider’s most valuable resource for assistance and information.

Working in conjunction with the OHCA, the field consultants are responsible for the development and presentation of educational workshops about all procedural aspects of the OKMMIS.

The field consultants have in-depth knowledge of Oklahoma Medicaid billing requirements and claim-processing procedures. Train-

ing is offered on billing, use of the AVR and EVS, EDI and website. In addition to providing training through on-site visits and workshops, the consultants also encourage the use of electronic claims submission to the provider community.

The field consultants primarily:

- Train newly enrolled providers
- Contact and visit high-volume providers
- Conduct provider training workshops

Providers may contact their field consultant by telephone or e-mail to request a visit for training at the provider’s location. Field consultants schedule provider visits on Tuesday through Thursday of each week.

Provider on-site visits are scheduled at least two weeks in advance.

Since your field consultant is out of the office Tuesday through Thursday, please allow a minimum of 48 hours for telephone calls and e-mails to be returned.

EDS also presents scheduled workshops throughout the year so that the provider community is educated on Oklahoma Medicaid claim-processing procedures. Workshops may be announced in bulletins and newsletters and on the OHCA website calendar at www.ohca.state.ok.us. Workshops can also be arranged at the request of individual provider groups or associations.

To assist the field consultants in planning and structuring the visit or workshop, the following information should be provided:

- Provider community segment attending the seminar
- Number of attendees
- Time and location of the event
- Issues to be addressed
- Point of contact, in case additional information is needed prior to the event.

Field consultants are the last re-

source for any claim inquiry questions. For claim research or resolution of other Oklahoma Medicaid issues, contact the Call Center at 405-522-6205 or 1-800-522-0114.

Field Consultants – Finding Your Region

Region I–Joe Ficken

joe.ficken@eds.com

405-416-6715

Alfalfa, Beaver, Cimarron, Cleveland, Ellis, Garfield, Grant, Harper, Kay, Kingfisher, Lincoln, Logan, Major, Noble, Oklahoma (north of NW 23 Street), Payne, Pottawatomie, Texas, Woods and Woodward.

Region II–Marvin Dale

marvin.dale@eds.com

405-416-6176

Adair, Cherokee, Craig, Creek, Delaware, Mayes, Muskogee, Nowata, Osage, Ottawa, Pawnee, Rogers, Sequoyah, Tulsa (north of I-44), Wagoner and Washington.

Region III–Juli Lester

juli.lester@eds.com

405-416-6740

Beckham, Blaine, Caddo, Canadian, Comanche, Cotton, Custer, Dewey, Garvin, Grady, Greer, Harmon, Jackson, Jefferson, Kiowa, McClain, Oklahoma (south of NW 23 Street), Roger Mills, Stephens, Tillman and Washita.

Region IV–John Crabb

john.crabb@eds.com

405-416-6739

Atoka, Bryan, Carter, Choctaw, Coal, Haskell, Hughes, Johnston, Latimer, LeFlore, Love, McCurtain, McIntosh, Marshall, Murray, Okfuskee, Okmulgee, Pittsburg, Pontotoc, Pushmataha, Seminole and Tulsa (south of I-44).

Frequently Asked Questions About New MMIS

Q. *Why do I have so much trouble getting connected to your Medicaid on the Web?*

A. As you can imagine, we've had tremendous volume since opening the new website formally on Jan. 1, 2003. We acknowledge initially we have had some difficulty with stability and continue to monitor this issue. During the testing environment, it wasn't possible to test with 1,500 or more simultaneous users, so we have had to correct some server capacity needs now that we are in "real-time" mode.

If you are having difficulty logging on, first make sure your system has all the requirements for accessing the website. You can access *Medicaid on the Web* two ways:

- Through the Internet – Providers with an Internet service provider (ISP) can access the secure website with a modem, phone line and Internet Explorer 5.0 (or higher) as the browser. The website is not compatible with Netscape.
- Through Dial-Up Access (RAS) – Providers who do not have Internet service can access the secure site with a modem, phone line and Internet Explorer 5.0 (or higher) via our Remote Access Server (RAS).

If your Internet service is active and your system meets all the requirements but you are still having difficulty logging on, the problem is probably at our end. If you are getting a "soap" connectivity error message, keep trying. Our soap servers reset every 15 minutes.

Q. *Why can't I access OHCA's secure website with my PIN?*

A. One reason may be that you are using a PIN other than the one as-

signed by OHCA for the *Internet*. OHCA sent out two similar provider PIN letters at about the same time. One contained a PIN for the Automated Voice Response (AVR)/Eligibility Verification System (EVS) telephone system and was four digits. You should have another letter with the Provider ID and an *Internet* PIN. The PIN for the secure website is nine characters with a combination of numbers and letters, both upper and lower case. If you are unable to find the *Internet* PIN letter, you may call 522-6205 (OKC metro) or 1-800-522-0114, select "8" and request a re-issue for an *Internet* PIN letter.

The system will allow you to attempt to log on only 12 times before it automatically disables or deactivates your PIN. If you have trouble logging on, it may be because you are using the wrong name. Don't exceed the 12-try limit. If you can't log on, call the Call Center at 405-522-6205 (OKC Metro) or toll-free at 1-800-522-0114.

Q. *How can I check the eligibility of one of my patients if I don't have their new ID number yet?*

A. New white Medicaid ID cards with new nine-digit unique client ID numbers were issued in December to all eligible Medicaid recipients. If you do not yet have a patient's new number, you can still check eligibility by inputting his or her Social Security number AND date of birth. This can be done on the new website or by the telephone. When searching for a client's eligibility status on the website, there is a box that asks for a specific date in which to check eligibility. You can check only within the same month. The system will not check eligibility for a period of time exceeding a specific month.

Q. *How can I tell when I will be paid for a claim?*

A. Typically, a financial cycle runs every Wednesday evening. To ensure a warrant is paid in a specific pay cycle, the claim must process through the claims engine by noon on the Wednesday previous to be "paid" the following Wednesday, and you will be able to review it online on Thursday. You can check a claim status on the website by going to the claims inquiry page. If the claim is showing that it is paid, but the date of payment is 00/00/00, then you know it missed the payment cycle for that week, and it will be paid in the next cycle.

Q. *Why can't I download my remittance advices from the OHCA secure website?*

A. During Phase I of OHCA's secure website, providers were able to download claim payment summaries. Effective Jan. 1, 2003, with Phase II of the secure website, HIPAA regulations became effective, which will only allow what is known as an "835 transaction" for your remittance advice (RA). This is an electronic transaction to go from EDS to the provider for uploading into the provider's computer. Unless you specifically went through the testing process for electronic exchange of files to meet HIPAA requirements, you should have received a paper RA. If you have further questions about electronic transmission of RAs from EDS, you may contact the EDI help desk at 405-416-6801.

Covering the Uninsured

by Belinda Rogers,
Oklahoma Institute for Child Advocacy

More than 41 million Americans are uninsured, and their numbers are growing as the economy weakens. The problem of the uninsured is one of America's biggest health challenges. Too many families do not have access to affordable health insurance, and they live sicker and die younger as a result. Yet being uninsured is not just a problem for the unemployed. Eight out of 10 uninsured Americans are in working families. But it doesn't have to be this way.

The Robert Wood Johnson Foundation and some of the most influential organizations in the United States will cosponsor *Cover the Uninsured Week*. This unprecedented weeklong series of national and local activities will take place from Monday, March 10, through Sunday, March 16, 2003, in an effort to help bring this issue to the forefront of our national agenda and to encourage our nation to seek solutions for the uninsured.

There are many myths about the uninsured. Many people believe, for example, that the majority of people who don't have health insurance are unemployed or choose not to buy health insurance for reasons related to their lifestyle. However, the uninsured come from different ages and ethnicities, and the majority of uninsured Americans work. Some key facts include:

- ◆ The uninsured represent 14 percent of the population; in Oklahoma, roughly 18.9% are uninsured.
- ◆ Eight out of 10 uninsured Americans are from working families.
- ◆ Uninsured Americans come from every race, age and ethnic group.
- ◆ A quarter of them are children. There are roughly 143,000 uninsured children in Oklahoma.

What are the consequences for Oklahoma and the rest of the nation? The problems of the uninsured take a financial toll on everyone, not just the uninsured themselves. Because the uninsured tend to wait longer to seek treatment, they often are sicker when they finally receive care. And when they do seek care, they frequently turn to the nearest hospital emergency room, an expensive and inefficient way to get care.

In the ER, uninsured patients may run up huge medical bills that can take them years to pay off. In many cases, hospitals, businesses, insurers and taxpayers are left to shoulder the costs that patients are unable to pay. According to the American Hospital Association, the number of ER visits increased 15 percent nationally between 1990 and 1999. This increase was partly due to greater numbers of uninsured individuals trying to get care. Other research from the National Health Policy Forum shows that about 75 percent of all ER visits that do not result in admissions are for non-emergencies that should be treated elsewhere.

Clearly, when tens of millions of people lack access to adequate health care because they are uninsured, the consequences to individuals, families, communities, and society can be enormous. The bottom line is that care for the uninsured is paid for by everyone, often in inequitable ways.

Oklahoma, along with many other states, is stepping up efforts to address this growing health care crisis. The Oklahoma Health Improvement Partnership (OHIP), a coalition of individuals, organizations, policy makers and community groups, led by the Oklahoma Institute for Child Advocacy, is supporting the Robert Wood Johnson Foundation on *Cover*

the Uninsured activities. The success of *Cover the Uninsured Week* depends upon the willingness of organizations and individuals in Oklahoma and across the country to come together around the issue of the uninsured and increase grassroots support for this issue.

OHIP is encouraging everyone to support this important effort. Scheduled events in Oklahoma during *Cover the Uninsured Week* include:

- ◆ March 10: Capitol Kick-off (Gov. Henry invited)
- ◆ March 11: On Campus Activities—Colleges of Public Health
- ◆ March 12: Health and Education Fairs
- ◆ March 13: Business and Labor Round Table
- ◆ March 14: Town Hall Meetings Across Oklahoma

For more information on Oklahoma's involvement in *Cover the Uninsured Week* or to become involved in OHIP, contact the Oklahoma Institute for Child Advocacy at 405-236-5437. You may link directly to the *Cover the Uninsured Week* Web site at www.CoverTheUninsuredWeek.org/week/register to register your support and receive periodic updates on *Cover the Uninsured Week* efforts and news of the uninsured.

Sources: "Health Coverage 2000." (September 28, 2001) U.S. Census Bureau, Report from the Department of Commerce. American Hospital Association, 2002.



The OHCA *Provider Update* is published by the Oklahoma Health Care Authority for Oklahoma's Medicaid providers.

This publication is issued by the Oklahoma Health Care Authority in conjunction with the Oklahoma Foundation for Medical Quality as authorized by 63 O.S. Supp. 1997, Section 5013. Eleven thousand printed pieces have been printed at a cost of .308 cents per copy. Copies have been deposited with the Publications Clearinghouse of the Oklahoma Department of Libraries.

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Please submit any questions or comments to Jo Kilgore in the Oklahoma Health Care Authority's Public Information Office at 405-522-7474.

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