



OREGON
HEALTH
AUTHORITY

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MMIS Provider Portal Institutional Claim

**Find program-specific instructions in
supplemental guides for each program**

Go to <https://www.or-medicaid.gov>

- Click **Account > Secure Site**
- After login, click **Claims > Institutional**

The screenshot shows the Oregon Medicaid website interface. At the top, there is a navigation bar with links: Home, Contact Us, Directory Search, Clients, Account, Claims, Eligibility, Trade Files, Prior Authorization, Providers (highlighted in red), POC, and Help. Below this, a secondary navigation bar contains links: home, demographic maintenance, drug search, client pmpm history, client pmpm attestation, 83, Search, Dental, Institutional (highlighted), Pharmacy, Professional, Roster Billing, and a link to 'ion' (likely Information). A warning message is displayed in a blue box: 'Warning: Use of this network is restricted to authorized users. Users must comply with Oregon Health Authority privacy and security policies. User activity may be monitored and/or recorded. Anyone using this network expressly consents to such monitoring and/or recording. BE ADVISED: if possible criminal activity is detected, these records, along with certain personal information, may be provided to law enforcement officials.' Below the warning, there is a message: 'Security incidents should be directed to the Security Incident Response Team at (503) 945-6812.' and another message: 'All other issues, including Password Resets, should be directed to Provider Services at (800) 336-6016.'

Institutional claim sections

1. Institutional Claim (header)
2. Additional sections menu
3. TPL: Third-Party Liability
4. Medicare Information
5. Detail
6. Hard-Copy Attachments
7. Claim Status Information
8. Outpatient APC

The screenshot displays the 'Institutional Claim' form, which is divided into several sections. The sections are numbered 1 through 8, corresponding to the list on the left. The form is as follows:

- 1. Institutional Claim (header):** This section contains 'Billing Information' (ICN, Provider ID, Client ID, Last Name, First Name, MI, Date of Birth, Patient Account #, Medical Record #, Attending Phys, Taxonomy, Zip+4, Referring Phys, Facility Number, Taxonomy, Zip+4, Other Physician, Taxonomy, Zip+4, Insurance Denied) and 'Service Information' (Claim Type*, Type Of Bill*, From Date*, To Date*, Patient Status, Admit Source, Admission Type, Admission Date, Admission Hour, Discharge Time, Charges, Total Charges).
- 2. Additional sections menu:** This section contains a dropdown menu labeled 'Diagnosis Condition Payer Procedure Occurrence/Span Value'.
- 3. TPL: Third-Party Liability:** This section contains a table with columns for Last Name, First Name, MI, Date of Birth, Relationship, Policy Number, Plan Name, Plan ID, Adjustment Reason Code, Adjustment Group Code, and Adjustment Amount.
- 4. Medicare Information:** This section contains a table with columns for Medicare Paid Date, Coinsurance Amount, Deductible Amount, and Medicare Paid Amount.
- 5. Detail:** This section contains a table with columns for Item, Revenue Code, HCPCS/Rates, Units, Charges, Non Covered Charges, Status, Modifiers, Units Of Measurement, Status, Allowed Amount, CoPay Amount, Medicare Paid Date, Deductible Amount, Coinsurance Amount, Medicare Paid Amount, TPL Amount, and Plan Payment Amount.
- 6. Hard-Copy Attachments:** This section contains a table with columns for Control Number, Transmission, Report Type, and Description.
- 7. Claim Status Information:** This section contains a table with columns for Claim Status and Claim Status Information.
- 8. Outpatient APC:** This section contains a table with columns for Outpatient APC and Outpatient APC Information.

Institutional Claim (header): Required fields

Fields marked with an asterisk (*) are required on all claims

1. Client ID*
2. Attending Physician NPI (for hospital and long-term care claims)
3. Insurance Denied (for clients with TPL; does not include Medicare)
4. Claim Type*
5. Type of Bill*
6. From and To Dates*
7. Patient Status, Admission and Discharge fields (for inpatient claims)

Institutional Claim	
Billing Information	Mailbox and Filename
ICN	Mailbox #
Provider ID [Search]	File Name
1 Client ID* [Search]	
	Service Information
	4 Claim Type* O - OUTPATIENT CLAIMS
	5 Type Of Bill* 131 [Search]
	6 From Date* 10/01/2015
	To Date* 10/01/2015
Last Name CWMM	Patient Status [Search]
First Name, MI	Admit Source [Search]
Date of Birth	Admission Type [Search]
Patient Account #	Admission Date
Medical Record #	Admission Hour
2 Attending Phys [Search]	Discharge Time
Taxonomy	
Zip+4	
Referring Phys [Search]	
Facility Number [Search]	Charges
Taxonomy	Total Charges \$0.00
Zip+4	
Other Physician [Search]	
Taxonomy	
Zip+4	
Insurance Denied 3	

Additional sections:

1. Diagnosis
2. Condition
3. Payer
4. Procedure
5. Occurrence/Span
6. Value

Click the section name to open the section

1

2

3

4

5

6

Diagnosis Condition Payer Procedure Occurrence/Span Value

Diagnosis

For each diagnosis:

1. Click **add**
2. Enter the sequence (e.g., 1 for primary diagnosis)
3. Enter Present on Admission indicator (for inpatient claims):
 - Y: Diagnosis present on admission
 - N: Diagnosis not present on admission
 - U: Documentation insufficient to determine
 - W: Clinically undetermined
4. Enter the ICD-10 diagnosis code (do not use decimals)

Diagnosis				
Sequence	Diagnosis	Description	ICD Version	Present on Admission
A	1	M71811	Other specified bursopathies, right shoulder	10

Type data below for new record.

2 Sequence*	1	4 Diagnosis*	M71811 [Search]
3 Present on Admission	☐	Description	Other specified bursopathies, right shoulder
		ICD Version	10

1

Condition

This section is only required when applicable. For each condition:

1. Click **add**
2. Enter sequence
3. Enter condition

Condition	
*** No rows found ***	
Select row above to update -or- click Add button below.	
Sequence 2	Condition 3 [Search]
delete 1 add	

Payer

This section is required only when the client has other coverage (TPL and/or Medicare). For each payer:

1. Click **add**
2. Enter sequence (e.g., 1 for primary payer)
3. Choose payer from drop-down menu
4. Enter prior payment received from payer
5. Enter estimated amount due after prior payment

Payer			
*** No rows found ***			
Select row above to update -or- click Add button below.			
Sequence	2	Prior Payment	4
Payer	3	Estimated Amount Due	5
			1
			delete add

Procedure

For hospital inpatient claims. For each procedure:

1. Click **add**
2. Enter sequence
3. Enter ICD-10 procedure code
4. Enter the procedure date

Procedure			
Sequence	ICD Procedure	Description	Procedure Date
A	0		
Type data below for new record.			
Sequence*			
ICD Procedure*	[Search]	Procedure Date	
			delete add

Occurrence/Span

For Skilled Nursing Facility (SNF) services, use this screen to enter the client's qualifying hospital stay. For each occurrence/span:

1. Click **add**
2. Enter sequence
3. Enter occurrence code
4. Enter From and To Dates of the occurrence

Occurrence/Span				
Sequence	Occurrence Code	Description	From Date	To Date
A	0			
Type data below for new record.				
Sequence*	2		From Date*	4
Occurrence Code*	3 [Search]		To Date	
				delete add

Value

For each value:

1. Click **add**
2. Enter sequence
3. Enter value code
4. Enter amount

Value			
Sequence	Value	Description	Amount
A	0		0
Type data below for new record.			
Sequence*	2		
Value*	3 [Search]	Amount*	4
			delete add

TPL

For each third-party liability (TPL) resource (do not include Medicare):

1. Click **add**
2. Enter Plan ID
3. Enter Adjustment Reason Code

The Date of Birth and Adjustment Group Code fields are not required; they auto-populate upon claim submission

TPL						
Last Name	First Name	MI	Date of Birth	Relationship	Plan Name	Policy Number
			01/01/1900			
Select row above to update.						
Last Name					Plan Name	
First Name, MI					2 Plan ID*	101 [Search]
Date of Birth	01/01/1900				3 Adjustment Reason Code	3 [Search]
Relationship					Adjustment Group Code	PR
Policy Number					Adjustment Amount	\$0.00
						1
						delete add

Medicare Information

If the client has Medicare coverage:

1. Click the row to activate fields
2. Fill in all fields

Medicare Information				
Medicare Paid Date	Coinsurance Amount	Deductible Amount	Medicare Paid Amount	
A	\$0.00	\$0.00	\$0.00	1
Medicare Paid Date		Coinsurance Amount		2
Deductible Amount		Medicare Paid Amount		

Detail

For each detail line:

1. Click **add**
2. Enter From and To DOS* (dates of service)
3. Enter Units*
4. Enter Charges*
5. Enter Revenue Code*
6. Enter HCPCS (for outpatient services)
7. Enter NDC information (for physician-administered drugs only)

Detail						
Item	Revenue Code	HCPCS/Rates	Units	Charges	Non Covered Charges	Status
A	1		0	\$0.00	\$0.00	
Type data below for new record.						
Item	1	Modifiers		[Search] [Search] [Search] [Search]		
2 From DOS*	10/01/2015	Units Of Measurement		[Search]		
3 To DOS*	10/01/2015	Status				
4 Units*	1.00	Allowed Amount		\$0.00		
4 Charges*	\$350.00	CoPay Amount		\$0.00		
Non Covered Charges	\$0.00	Medicare Paid Date				
Adjustment Reason Code	[Search]	Deductible Amount				
Adjustment Amount		Coinsurance Amount				
5 Revenue Code*	263 [Search]	Medicare Paid Amount				
6 HCPCS/Rates	[Search]	TPL Amount		\$0.00		
NDC		Plan Payment Amount				
7 NDC UOM	[Search]					
NDC Quantity	0					
						1
						delete add

Hard-Copy Attachments

MMIS does not use information entered in this section. If you need to submit hardcopy attachments, please submit a paper claim.

Hard-Copy Attachments	
*** No rows found ***	
Select row above to update -or- click Add button below.	
Control Number	
Transmission	
Report Type	
Description	
deleteadd	

Claim Status Information

Before you submit the claim, you have two choices:

- Click **submit** to submit the claim for processing.
- Click **cancel** to clear information you have entered on the claim.

Once you click **submit**, you will see one of three claim status options: Paid, Denied, or Suspended.



The screenshot shows a web form titled "Claim Status Information". The form has a light blue header bar with the title. Below the header, the text "Claim Status Not Submitted yet" is displayed. On the right side of the form, there is a button labeled "Coversheet for supporting documentation". At the bottom of the form, there are two buttons: "submit" and "cancel", which are highlighted with a red rectangular border.

Claim Status: PAID

On paid claims, you can:

- Click **cancel** to clear changes made during this session
- Click **adjust** to adjust with changes made during this session
- Click **void** to cancel the claim. OHA will recover payments made on the claim.
- Click **copy claim**. This creates a new claim. It will have all the information entered on the paid claim, with a status of “Not Submitted Yet.”

Claim Status Information		
Claim Status	PAID	
Claim ICN	[REDACTED]	
Paid Date	01/12/2012	
Allowed Amount	\$90.00	
Coversheet for supporting documentation		

HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
1	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
2	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).

[cancel](#) [adjust](#) [void](#) [copy claim](#)

Claim Status: DENIED

On denied claims, you can:

- Click **resubmit** to make changes to the claim and submit the changes during this session.
- Click **cancel** to clear changes made during this session.

Claim Status Information		
Claim Status	DENIED	
Claim ICN	[REDACTED]	
Denied Date	12/01/2011	
Allowed Amount	\$0.00	
Coversheet for supporting documentation		

HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	95	Plan procedures not followed.
1	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
1	24	Charges are covered under a capitation agreement/managed care plan.
2	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
2	24	Charges are covered under a capitation agreement/managed care plan.

[re-submit](#) [cancel](#)

Claim Status: SUSPENDED

- You cannot take any action on a suspended claim.
 - OHA staff will give the claims a Paid or Denied status after internal review.
 - The review should not take longer than 30 days.

Claim Status Information		
Claim Status	SUSPENDED	
Claim ICN	[REDACTED]	
Allowed Amount	\$0.00	

HIPAA Adjustment Reasons		
Detail Number	HIPAA Adjustment Reason Code	HIPAA Adjustment Reason Description
0	223	Adjustment code for mandated federal, state or local law/regulation that is not already covered by another code and is mandated before a new code can be created.
0	206	National Provider Identifier - missing.
0	22	This care may be covered by another payer per coordination of benefits.
0	40	Charges do not meet qualifications for emergent/urgent care.
1	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
2	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
3	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
4	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
5	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
6	16	Claim/service lacks information which is needed for adjudication. At least one Remark Code must be provided (may be comprised of either the Remittance Advice Remark
6	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
7	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
8	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
9	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
10	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
11	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
12	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
13	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
14	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).
15	45	Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. (Use Group Codes PR or CO depending upon liability).

Outpatient APC

- This section displays on claims subject to Ambulatory Payment Classification (APC).
- It shows the procedure code, Payment APC and APC Status Indicator.

Refer to Hospital Services program web page for current APC resources:
<https://www.oregon.gov/oha/HSD/OHP/Pages/Policy-Hospital.aspx>

Outpatient APC				
Detail Number	Procedure Code	Payment APC	Procedure APC	APC Status Indicator
1	76805	00266	00266	S - Significant Procedure, Not Discounted when Multiple

Need help?

Contact OHP Provider Services

800-336-6016 option 5

dmap.providerservices@oha.oregon.gov

Thank you

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact OHP Provider Services at dmap.providerservices@oha.oregon.gov or 800-336-6016 (voice). We accept all relay calls.

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