

Cathy Cooper
Authorized Signature

Number: SPD-AR-07-012
Issue Date: 3/15/2007

Topic: Long Term Care

Due Date: 3/31/2007

Subject: HCW, CEP and CBC Provider Payment Request System

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input checked="" type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Action Required

New Provider Payment Request System:

The existing Microsoft Access CHX application and SYSM systems used for processing CEP, HCW and CBC underpayment, overpayment, forced payment and late payment requests are being phased out and disabled. In response, SPD Central Office has developed efficient replacement procedures and systems with the goal of minimizing workload impact to the SPD/AAA local offices.

Why the Change?

Microsoft Access CHX application system is outdated and is no longer compatible with the newer software updates. Because of this, OIS support can no longer maintain the current CHX system.

SYSM will permanently be disabled on 3/31/07. Offices that use this system will need to submit payment adjustments and requests using the forms discussed in this transmittal.

New procedures have been put in place to allow staff to complete their work with minimal workload impact. The new Provider Payment Request forms will eliminate the need for any SPD/AAA local offices to use SYSM, as all offices will have the capability to send these forms electronically through an e-mail.

In addition, the new forms were developed to capture needed information to effectively process provider payment requests.

On March 6th, a **Netlink Training** was provided and another will be offered on March 27th. These trainings cover instructions for completing and submitting the forms in this process.

Instructions for Completing and Submitting Provider Payment Request Forms:

Whenever SPD/AAA local office staff need to request a provider underpayment, overpayment, forced payment or late payment request, complete the appropriate form below and e-mail it to the Provider Payment Unit.

- **IMPORTANT Set-up Instructions – One time only:** Before you begin using these forms, open Microsoft (MS) Word to ensure you are set up for Medium security: Select: Tools; Macro; Security; Medium

- Instructions for completing and e-mailing these forms are found on each link below **or** can be located on the [SPD Staff Tools–Forms Server](#).

- Form [SDS 287](#) Provider Payment Request System includes links to these six forms below **or** you may go directly to the specific form you need:
 1. CEP Underpayment Request Form: [SDS 287A](#) and [Instructions](#)
 2. CEP Overpayment Request Form: [SDS 287B](#) and [Instructions](#)
 3. CBC Underpayment Request Form: [SDS 287C](#) and [Instructions](#)
 4. CBC Overpayment Request Form: [SDS 287D](#) and [Instructions](#)
 5. CEP Forced Payment Request Form: [SDS 287E](#) and [Instructions](#)
 6. CBC Late Payment Request Form: [SDS 287F](#) with [Instructions](#)

Implementation/Transition Instructions:

SPD/AAA local offices may begin using these forms immediately, but need to transition to these forms no later than March 31, 2007.

Training/Communication Plan: A Netlink Training was provided on March 6th and another will be offered on March 27th, 2007 that cover Provider Overpayment Procedures and the Provider Payment Request System Forms.

Forms: All forms and instructions can be located on the [SPD Staff Tools Forms Server](#) and in the [Provider Overpayment Procedures](#) on the [SPD Case Management Tools Website](#).

Local/Branch Action Required: SPD/AAA local offices need to use this form in place of the CHX Microsoft ACCESS System and the SYSM system no later than March 31, 2007.

Central Office Action Required: Provide technical support as needed.

Field/Stakeholder review: Yes No

If yes, reviewed by: Operations Committee and SPD Policy Workgroup

If you have any questions about this action request, contact:

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