

CareOregon Connect



Your screens may differ slightly due to permission/security level.

Connect is updated
daily for claims and
eligibility data and
every 2 hours for
authorization data .



CareOregon → Connect



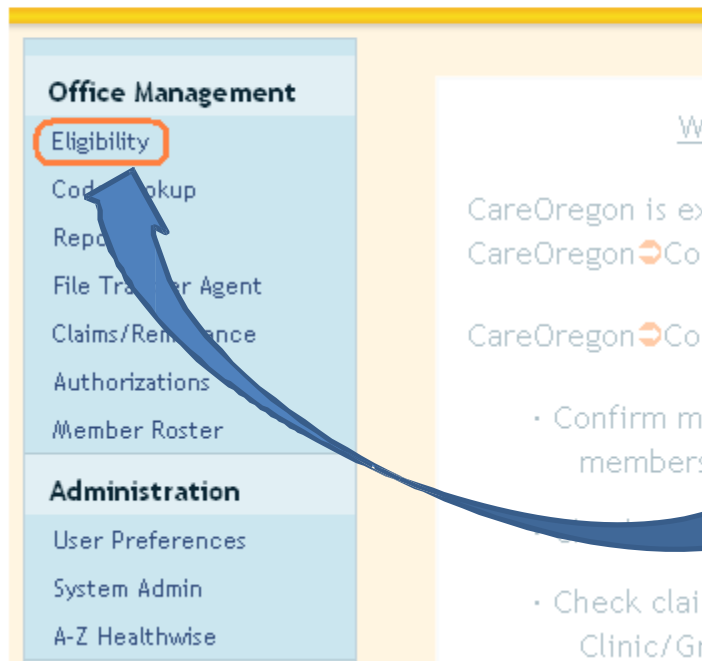
CareOregon → Connect

Eligibility

Eligibility Search

Eligibility Search Results

Member Detail



By using the **Eligibility** function, staff can find and print information on a member's:

- Eligibility dates
- Address
- Phone number
- Date of birth
- Benefit plan information
- Assigned PCP
- Other insurance (if applicable)

CareOregon Connect

Eligibility

Eligibility Search

Eligibility Search Results

Member Detail



The last name search or initial separated by example: Smith, AL Q

Eligibility Search

CONDUCT ELIGIBILITY SEARCH

Patient Last Name Member Id Social Security Number

?

SEARCH FILTERS

As of

Birth Date

To view a CareOregon ID Card

Office Management

- Eligibility**
- Code Lookup
- File Transfer Agent
- Authorizations
- Member Roster
- Claims/Remittance

Administration

- User Preferences
- A-Z Healthwise
- CareOregon Benefits

References

- Find a Provider
- MMIS
- CMS
- CMS Fee Schedule Search
- Claim Adjustment Reason & Remittance Advice Remark
- CO - ICD-10

The **Search Eligibility** screen allows staff to search on a member by:

- Name (last name alone or with all or partial first name)
- Member ID
- Social Security Number

Staff can also filter by eligibility and/or birth dates.

Eligibility

Eligibility Search

Eligibility Search Results

Member Detail

The **Eligibility Search Results** screen lists all the possible matches to the criteria entered in the previous screen. If there are too many results, add more detail to your search criteria.

Members who have primary and secondary coverage with CareOregon will show as two separate lines. The one with COA at the end of the ID is the primary.

Dates in red indicate lapsed coverage.

Click on the member's name to see their details.

Office
Eligibility
Code L
File Tra
Authori
/Member
Claims/
Admin
User Pr
A-Z Hea
CareOr
Refere
Find a P
MMIS
CMS
CMS Fee Schedule Search
Claim Adjustment Reason &
Remittance Advice Remark
CO - ICD-10
Provider Manual

<u>Name</u>	<u>Sex</u>	<u>Effective Dates</u>	<u>Birth Date</u>	<u>Member ID</u>	<u>Primary Care</u>
MEMBER, IMA	F	1 Jan 2006-	2 Feb 1944	ABC123YZ_COA	PARR, PRIMARY
MEMBER, IMA	F	1 Jan 2006-	2 Feb 1944	ABC123YZ	PARR, PRIMARY

Pages: (1) Results: 2

[Return to Previous Page](#)

CareOregon Connect

Eligibility

Eligibility Detail as of 22 Mar 2011

PATIENT INFORMATION

Name IMA MEMEER **Birth Date** 2 Feb

Sex Male

Member ID ABC123YZ_COA **PCP** PRIMA

Address 345 SW 5th Avenue
Portland, OR 97777 **Phone** (503)

BENEFIT PLAN INFORMATION

Carrier CareOregon Inc. **Start Date**

Product CareOregon Advantage **End Date**

Benefit Plan

Relationship

OTHER INSURANCE INFORMATION

Insurance Line Medical **Group Number**

Policyholder MEMBER IMA **Policyholder ID**

Insurer Name/Address CareOregon OHP Plus **Effective Date**

Payor Responsibility

The Member

- Name
- Date of birth
- Gender
- Member number
- Address
- Phone number
- PCP name
- Plan effective dates
- Plan name

- Any other insurance information

Member Detail

CareOregon Connect

Claims/Remittance Advice
(RA)

Claim Search

RA Search

Claim Search
Results

RA Search
Results

Claim Detail

Check Detail

Claim Line
Detail

Claim Detail



CareOregon Connect

Office Management

- Eligibility
- Code Lookup
- Reports
- File Transfer Agent
- Claims/Remittance**
- Authorizations
- Member Roster

Administration

- User Preferences
- System Admin
- A-Z Healthwise

[Welcome to CareOregon !\[\]\(06a315363e7801bba8c7489a6694af19_img.jpg\) Connect!](#)

CareOregon is excited to bring you our new provider portal CareOregon  Connect.

CareOregon  Connect will allow you to:

- Confirm member eligibility for all CareOregon Plan

The Claim and Remittance Advice screens are on the same link.

clinic rosters
on for your

CareOregon Connect

Claims/Remittance Advice (RA)

Claim Search

Claim Search Results

Claim Detail

Claim Line Detail

Claim Status

Remittance Advice

Searches can be performed by claim number OR a combination of date

Claim Status Search

Claim Number

Date of Service To

Patient Last Name Member ID Social Security Number Pat

(Patient List)

Provider

Status Paid Pended Denied

Search Clear

► Indicates non-standard HIPAA data element

The screen defaults to **Claim Status Search**.

Claims can be searched in a variety of ways.

The quickest is to use the claim number.

You can also use the member's name or ID number, a patient account number (if billed on the claim), or provider name in conjunction with a date of service.

CareOregon Connect

Claims/Remittance Advice
(RA)

Claim Search

Claim Search
Results

Claim Detail

Claim Line
Detail

Claim Status Code Crosswalk

- [Finalized/Payment](#) =
- [Finalized/Denied](#) = C
- [Pend/In Process](#) = Cl
will contact you if ad

Scroll down for the search results.

You can sort by clicking on any of the blue, underlined column headings.

This screen can be exported to Excel or PDF or printed.

Click on the blue, underlined claim number to see the claim detail.

Pages: (1) Results: 17

Claim Status Search Crite

Date of Service 17 Dec 20

Patient Last Name: memb

Status Paid & Pended & Denied

Claim Status Search Results for For member , ima

Claim Number	Status	Patient	Patient	DOS	Provider	Billed	Paid	Payment	Coinsurance	Copay	Deductible	COC
			Account No.					Date	Amount	Amount	Amount	Am
10362E01813X	Finalized/Denial	MEMBER, IMA	12557728	22 Dec 2010	BYRAM HEALTHCARE CENTERS	\$77.12	\$0.00	4 Jan 2011	\$0.00	\$0.00	\$0.00	\$0.

permission/security level.

CareOregon Connect

Claims/Remittance Advice
(RA)

Claim Search

Claim Search
Results

Claim Detail

Claim Line
Detail

[Return to Previous Page](#)

Claim Status Detail for 11038102175X

CLAIM LEVEL INFORMATION

Provider

Patient [IMA MEMBER](#)

▶ **Ref/Auth Number** None

▶ **Diagnosis** 250.01 : DB W/O COMP TYPE I NOT UNCNTL

▶ **Claim Note** Primary Enrolled Claim # is 11034E00361 Patient lia
benefit provisions.

Admit Date

SERVICE LINE INFORMATION

Line Status	Check/EFTPayment Number	DOS Date	▶ AdjudicatedProce Procedure
001 Finalized/Payment	337071	15 Feb 14 2011 Jan 2011	99214 99214

The **Claim Detail** screen includes the received date, the diagnosis billed, the lines of service and how they were adjudicated. This screen can be printed.

Any HIPAA remark codes or free form messages are listed under **Claim Note**.

Click on the blue, underlined line number to go to the Line Detail Screen

Totals \$150.00 \$10.75 \$139.25 \$0.00 \$0.00 \$10.75

PAYOR REMARKS

▶ Indicates non-standard HIPAA data element

[Return to Previous Page](#)

Claims/Remittance Advice
(RA)

Claim Search

Claim Search
Results

Claim Detail

Claim Line
Detail

Claim Service Detail for Line 001

CLAIM LEVEL INFORMATION

Ref/Auth Number None

Claim Receipt Date 28 Jan 2011

Diagnosis 250.01

SERVICE INFORMATION

DOS 14 Jan 2011

Status Finalized/Payment

Procedure 99214

Adjudicated Procedure 99214

Modifiers

Units 1

Place of Service Office

PAYMENT INFORMATION

Billed Amount \$150.00

Allowed Amount \$10.75

Disallow \$139.25

▶ COB \$81.58

Paid \$10.75

PAYOR REMARKS

Remark

▶ Indicates non-standard HIPAA data element

The **Claim Line Information** screen gives detailed information on the individual line selected.

Claims/Remittance Advice (RA)

RA Search

RA Search
Results

Check Detail

Claim Detail

Claim Status

Remittance Advice

To search for a member by name, selection the option By Patient. Enter the last name followed by "," and then the first name.

Remittance Advice

By Provider

[Select Provider](#)

By Tax ID

By Patient

By Patient Account
Number

By Remittance Advice

Check Number

By Date

Check Date

From:



To:

Search

Clear

Select **Claim/Remittance Advice** from left hand menu.

Click on the tab at the top of the **Claim Status/Remittance Advice** search screen to select **Remittance Advice (RA)**.

CareOregon Connect

Claims/Remittance Advice (RA)

RA Search

RA Search Results

Check Detail

Claim Detail

Claim Status

Remittance Advice

To search for a member by name, selection the option By Patient last name followed by ",," and then the first name.

Remittance Advice

By Provider

Last Name Provider Tax ID Provider NPI

By Patient

Last Name Member SSN Member ID Patient Account Number

By Remittance Advice

Check Number Claim Number

By Date

Check Date Date of Service From  To 

Search

Clear

There are a variety of ways to find your RA:

- By Provider criteria
- By Patient criteria
- By Check or Claim number
- By Date
- Or by any combination of the above options.

CareOregon Connect

Claims/Remittance Advice (RA)

RA Search

RA Search Results

Check Detail

Claim Detail

[Claim Status](#)

[Remittance Advice](#)

[Return to Previous Page](#)

Pages: (1) [2](#) [3](#) [4](#) [5](#) Results: 85

Remittance Advice Search Results

Check Number	Check Date	Payment	Payor	Vendor Name	Vendor Address	Tax ID Number
145352	3 Feb 2009	\$14.62	CO	MCGOWAN, PATRICK J	24900 SE Stark St Ste 202 Gresham, OR 97030	870723353
145630	10 Feb 2009	\$464.08	CO	MCGOWAN, PATRICK J	24900 SE Stark St Ste 202 Gresham, OR 97030	870723353
145911	17 Feb 2009	\$299.32	CO	MCGOWAN, PATRICK J	24900 SE Stark St Ste 202	870723353
148003						
149236						

The **RA Results** screen may be several pages long depending on the search criteria entered.

Again, you can sort by clicking on any of the blue, underlined column headings.

Click on the blue, underlined check number to see claims listed on the RA.

Your screens may differ slightly due to permission/security level.

CareOregon Connect

Claims/Remittance Advice (RA)

RA Search

RA Search Results

Check Detail

Claim Detail

[Claim Status](#)

[Remittance Advice](#)

[Return to Previous Page](#)

Remittance Advice Detail For Check Number 339021 | Total Claims Paid:

Check Date	Total Paid	Payor	Vendor Name	Vendor Ad
1 Mar 2011	\$443.74	CO	MCGOWAN, PATRICK J	24900 SE St Gresham, OR

Pages: (1) Results: 1

Sort By:

- Patient/Member Name
- Claim Number
- Provider
- Member ID
- Patient Account Number

Claim Number [11052100943X](#)

Provider	Patient	Patient Account
No Data	MEMBER, IMA	12345A

DOS	Procedure	Modifier	POS	Units	Billed	Allowed	Co-Payment	Co-Insurance	Deductibility	Responsibility	
21 Jan 2011	99213		11	1	\$115.00	\$6.49	\$0.00	\$0.00	\$0.00	\$0.00	\$108.51 \$6.49
Totals						\$115.00	\$6.49	\$0.00	\$0.00	\$0.00	\$0.00 \$108.51 \$6.49

EOP

permission/security level.

The **Check Level** screen lists all the claims and their service lines that were associated with that check.

For easier navigation use the Sort By drop down to get to the desired data.

Clicking on the blue, underlined Claim Number will take you to that claim in the **Claims Status** screen.

Claims/Remittance Advice (RA)

RA Search

RA Search Results

Check Detail

Claim Detail

[Return to Previous Page](#)

Claim Status Detail for 11038102175X

CLAIM LEVEL INFORMATION

Provider

Patient [IMA MEMBER](#)

Patient Account No. 12345A

▶ **Ref/Auth Number** None

Claim Receipt Date 28 Jan 2011

▶ **Diagnosis** 250.01 : DB W/O COMP TYPE I NOT UNCNTL

▶ **Claim Note** Primary Enrolled Claim # is 11034E00361 Patient liability may be affected due to coordination of benefits with other carriers and/or maximum benefit provisions.

Admit Date

Discharge Date

SERVICE LINE INFORMATION

Line	Status	Check/EFT Payment Number	DOS Date	Adjudicated Procedure	Modifier	Units Billed	Allowed	Disallowed	Deductible	Patient Responsibility	Paid		
001	Finalized/Payment	337071	15 Feb 2011	99214	99214	1	\$150.00	\$10.75	\$139.25	\$0.00	\$0.00	\$10.75	
							Totals	\$150.00	\$10.75	\$139.25	\$0.00	\$0.00	\$10.75

PAYOR REMARKS

▶ Indicates non-standard HIPAA data element

[Return to Previous Page](#)

Claim Detail screen linked via Remittance Advice is the same screen as when searching under Claims.

[Print](#)

CareOregon Connect

Authorization

Authorization Search

Authorization Search Results

Authorization Detail



CareOregon Connect

Office Management

- Eligibility
- Code Lookup
- Reports
- File Transfer Agent
- Claims/Remittance
- Authorizations**
- Member Roster

Administration

- User Preferences
- System Admin
- A-Z Healthwise

[Welcome to CareOregon !\[\]\(6a9b39b98eb945faa14c645ec99e4eaa_img.jpg\) Connect!](#)

CareOregon is excited to bring you our new provider portal CareOregon  Connect.

CareOregon  Connect will allow you to:

- Confirm member eligibility for all CareOregon Plan

Select **Authorizations** from the left hand menu to get to the Authorization Search Screen.

CareOregon → Connect

Authorization

Authorization Search

Authorization Search Results

Authorization Detail

Status

SEARCH BY ANY COMBINATION

Patient	or	<input checked="" type="radio"/> Last Name <input type="radio"/> Member ID
Requesting Provider No Referred By List	or	<input checked="" type="radio"/> Last Name <input type="radio"/> Provider ID (Example: Smith, John)
Servicing Provider No Referred to List	or	<input checked="" type="radio"/> Last Name <input type="radio"/> Provider ID (Example: Smith, John)
Request Number		Requested Service <input checked="" type="checkbox"/> Specialist <input checked="" type="checkbox"/> Outpatient <input checked="" type="checkbox"/> Home Care
Start Date 2/25/2011		End Date 3/25/2011
Service Request Status		<input checked="" type="checkbox"/> Pending <input checked="" type="checkbox"/> Approved <input checked="" type="checkbox"/> Denied
Sort		Select Sort <input checked="" type="checkbox"/> Ascending
<input type="button" value="Search"/> <input type="button" value="Clear"/>		

The **Authorization Search** screen allows a variety of search criteria, including by member, **Requesting** or **Servicing Provider** as well as by **Authorization Number** (listed as **Request Number** on the screen).

The search results are limited to authorizations where the user has security access for either the **Requesting** or the **Servicing Provider** data.

CareOregon → Connect

Authorization

Authorization Search

Authorization Search Results

Authorization Detail

Results: 1

Service Request Search Results

<u>Service Request Number</u>	<u>Status</u>	<u>Patient</u>	<u>Service Request Type</u>	<u>Requested Service</u>	<u>Requesting Provider</u>	<u>Servicing Provider</u>	<u>Start Date</u>	<u>End Date</u>
202894	Approved	MEMBER, IMA (11/25/2009) ABC123YZ_COA	Home Care	DME - BEDS/MATTRESSES/EQUIPMENT	PARR, PRIMARY	CARE MEDICAL EQUIPMENT,	20 Nov 2009	20 Dec 2009

Results: 1

The **Authorization Search Results** screen lists all the results that match the search criteria.

NOTE: The status Approved indicates that at least one line item was approved, there may be line items that were denied. To see the status of all line items click on the blue, underlined **Service Request Number**

Your screens may differ slightly due to permission/security level.

Authorization

Authorization Search

Authorization Search Results

Authorization Detail

[Return to Previous Page](#)

 [Print Form](#)

 [View Audit](#)

202894 Detail APPROVED

IMA MEMBER ABC123YZ_COA

REQUEST INFORMATION

Patient [IMA MEMBER](#)

Requesting Provider [PRIMARY PA \(NPI\)](#)

Diagnosis  530.6 ACQ ESOPH DIVERTICULUM

Servicing Provider [CARE MEDIC \(163923359\)](#)

Requested Service HomeCare: DME - BEDS/MATTRESSES/EQUIPMENT

Procedure Code E0260

Start Date 20 Nov 2009

End Date 20 Dec 2009

The **Authorization Detail** screen lists each requested line item and it's status. Units, when applicable are in parentheses () under description.

PROCEDURES AND SERVICES

Status	Reason	Follow-up Action	 Description	Procedure Date
Approved (Approved)			DME - BEDS/MATTRESSES/EQUIPMENT	
Approved 12 Nov 2009			 E0260 (1) P...ELEC W/ANY TYPE SIDE RAIL W/MATR...SS	11/12/2009

Your screens may differ slightly due to permission/security level.

CareOregon → Connect

Code Look
Up

Code Search

Code Results



CareOregon → Connect

Office Management

Eligibility

Code Lookup

Results

File Transfer Agent

Claims/Remittance

Authorizations

Member Roster

Administration

User Preferences

System Admin

A-Z Healthwise

[Welcome to CareOregon → Connect!](#)

CareOregon is excited to bring you our new provider portal CareOregon → Connect.

CareOregon → Connect will allow you to:

- [Confirm member eligibility for all CareOregon Plan](#)

Code Lookup is a very handy tool that allows ICD-10, CPT, HCPC and Modifier Codes to be searched and defined.

CareOregon Connect

Code Look
Up

Code Search

Code Results

Code Search

Search

Diagnosis Procedure Modifier

Click [here](#) to access DMAP's MMIS system for the Prioritized List

PLEASE NOTE: Diagnosis and CPT data is informational only and does not guarantee payment for services. Services must be coded to the highest level of specificity and follow all CMS guidelines. Please refer to plan benefits for further details on guidelines, limitations and requirements.


Select the type of code to be searched and enter all or part of the code number *or* enter a keyword (example: diabetes).

There is also a link the DMAP MMIS Prioritized List to search if the diagnosis is above the line or pairs (for OHP members only; see Authorization Guidelines for more information.)

Code Look
Up

Code Search

Code Results

 To see detailed instructions on using this page, helpful hints and FAQ, please [click here](#)

The **Search Results** list the appropriate codes and descriptions. You may get further detail by clicking any underlined, blue hyperlink.

Pages: (1) Results: 5

Diagnosis Code Search

Search Diagnosis Procedure Modifier

SEARCH RESULTS

Code Set	Code	Description	Related Codes
ICD-9-CM	250.0	Diabetes mellitus without mention of complication	View
ICD-9-CM	250.01	Diabetes mellitus without mention of complication, type I [juvenile type], not stated as uncontrolled	View
ICD-9-CM	250.03	Diabetes mellitus without mention of complication, type I [juvenile type], uncontrolled	View
ICD-9-CM	250.00	Diabetes mellitus without mention of complication, type II or unspecified type, not stated as uncontrolled	View
ICD-9-CM	250.02	Diabetes mellitus without mention of complication, type II or unspecified type, uncontrolled	View

Pages: (1) Results: 5

CareOregon → Connect

Reports

Member Roster (for PCP's)

Member Roster Search

Roster Results



CareOregon → Connect

Office Management

- Eligibility
- Code Lookup
- Reports
- File Transfer Agent
- Claims/Remittance
- Authorizations
- Member Roster

Administration

- User Preferences
- System Administration
- A-Z Healthwise

CareOregon
CareOregon
CareOregon

- Conf me
- Che
- Che

Clinic/Group

Options for **Reports** and/or **Member Roster** are dependant on your role and security access. You may have both **Report** and **Member Roster**, just **Member Roster** or none of these options.

Your screens may differ slightly due to permission/security level.

CareOregon → Connect

Reports

Member Roster (for PCP's)

Member Roster Search

Roster Results



Office Management

Eligibility
Claims
Referrals/Auths
Code Lookup

Reports

File Transfer Agent
Claims/Remittance

Administration

[Report List](#)

[Batch Report Status](#)

Available Reports

Report Name	Report Description
Member Roster	get a list of members with a particular Primary Care Physician
Non-Utilizer Report	get a list of users and their utilization and login status
Pending User Email Notification	get a list of pending users sent email notification

What reports you may or may not be able to access is dependant on your security access and assigned role. For example, only PCP's can access their own Member Rosters.

Your screens may differ slightly due to permission/security level.

CareOregon Connect

Reports

Member Roster (for PCP's)

Member Roster Search

Roster Results

Member Roster

SELECTION CRITERIA

Member: Active Members As of: Date: 03/29/20

Results By: PCP Name NPI Search

COLUMN SELECTION

Available Columns	Buttons	Selected Columns	Buttons
City	Add	Member Name	Move up
State		Street Address	Move down
Zip Code	Remove	Home Phone	
Birth Date			
Sex			
Member ID			
Start Date			
End Date			

REPORT CRITERIA

Report Results: Display Results Header: Include Selection Include Date

Order By: Choose to sort Footer: Include Selection Include Date

Group by: Choose to group Lines Per Page: 20

Submit Clear

Search/Select the provider (if security access is greater than one).

Decide on columns desired by using the Add and Remove buttons.

Select the report layout.

CareOregon Connect

Reports

Member Roster (for PCP's)

Member Roster Search

Roster Results

[Report List](#)

[Batch Report Status](#)

[Return to Previous Page](#)

Results: 1

Criteria: PCP: PARR, PRIMARY (M01391799X) Member Type: Active Date Type: Today's Date: 29 March 2011

Member Directory

LAST NAME	FIRST NAME	ADDRESS	HOME PHONE
MEMBER	IMA	345 SW 5th Avenue	(503) 555-1212

Results: 1

[Return to Previous Page](#)

This PCP only has one assigned member.

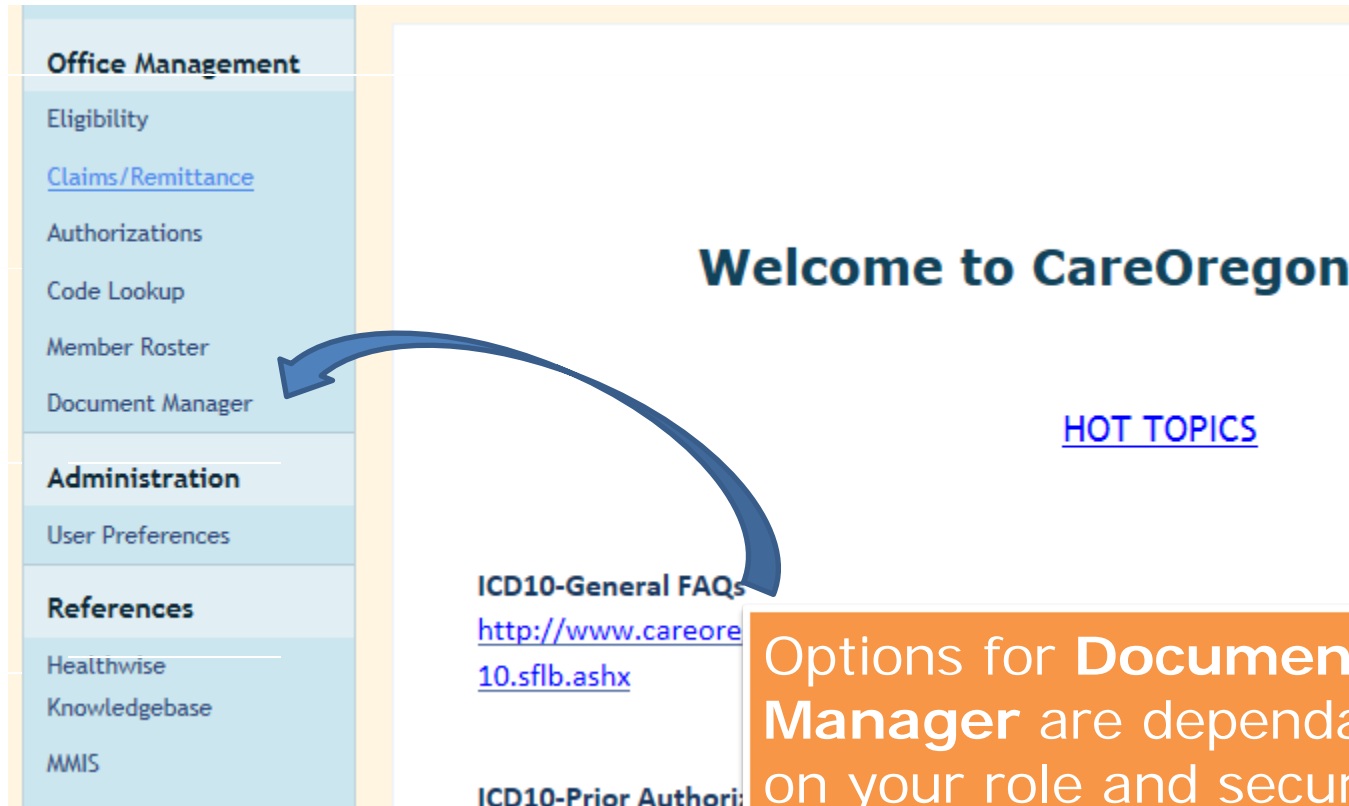
They selected to just display the name, address and phone number.

They also selected that the header include Selection Criteria and date.


CareOregon Connect

Document
Manager

Download
Reports



The screenshot shows the CareOregon Connect interface. On the left is a navigation menu with the following items: Office Management, Eligibility, Claims/Remittance, Authorizations, Code Lookup, Member Roster, Document Manager, Administration, User Preferences, References, Healthwise Knowledgebase, and MMIS. On the right is the main content area with the heading "Welcome to CareOregon:" and a link for "HOT TOPICS". Below the menu, there are links for "ICD10-General FAQs" and "ICD10-Prior Authori". A blue arrow points from the "Document Manager" link in the menu to the "HOT TOPICS" link in the main content area.

Options for **Document Manager** are dependant on your role and security access to reports. If a report is generated, it can be downloaded from here. 

CareOregon Connect

Document
Manager

Download
Reports

Current Documents

Archived Documents

Document Search:

Name:

Category:

Date Range

 to

mm/dd/yyyy - mm/dd/yyyy

Owner

Status

Member

Search

[Clear](#)

Sorted By:

Newest

[Member Roster for \[REDACTED\] 03-28-2016.xls](#)

KB



Uploaded

Owned By: Careoregon, Inc.

Member:

View/Edit

Download

Archive

Document Search can be used to search existing downloaded documents.

Once a file has been downloaded it can be accessed by clicking on the blue underlined link..