

Frequently asked questions about the MMIS HSC Prioritized List

Q: How do I access MMIS? Can I do this through CareOregon?

A: No, CareOregon cannot give you access to MMIS. You can find information about accessing MMIS on the Provider Web portal at the following link under “**INITIAL SET UP.**”

www.oregon.gov/DHS/healthplan/webportal.shtml

Your office or clinic may have a web portal administrator who can access MMIS. Check with your staff before requesting access from CareOregon.

Q: I forgot my password. How do I reset it?

A: Call DMAP Provider Services at 800-336-6016. Press 5 for resets.

Q: What type of information can I get from MMIS?

A: You can verify member eligibility and access the HSC list for CareOregon members. Other features let you search and submit prior authorization (PA) requests and bill crossover claims; **however**, these functions are only for DMAP clients, **not** CareOregon members.

Q: Does CareOregon provide training on MMIS?

A: No; however, DMAP offers an e-course on MMIS. Access this course at:

https://dhslearn.hr.state.or.us/kc/login/login.asp?kc_ident=kc0001&strUrl=http://dhslearn.hr.state.or.us/Default.asp (course C00818)

DMAP also offers classroom training and self-help tutorials for providers. We encourage you to use these resources.

Additional resources from DMAP:

- Provider portal quick setup guide: www.oregon.gov/DHS/healthplan/docs/web-quickref.pdf
- Troubleshooting provider web portal: www.oregon.gov/DHS/healthplan/docs/troubleshooting-portal.pdf
- Benefits and HSC Inquiry screen: www.oregon.gov/DHS/healthplan/docs/client-hsc-inquiry.pdf
- Client and HSC List Inquiry Guide: www.oregon.gov/DHS/healthplan/docs/web-hsc.pdf
- Client and HSC List tutorial on submitting a prior auth request: www.oregon.gov/DHS/healthplan/docs/pa-web.ppt

Helpful hints

- Do not enter a decimal when entering diagnosis codes into the **Benefits and HSC Inquiry** screen.
- Always code to the **highest specificity** when entering a diagnosis.