

## 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](http://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](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](http://www.oregon.gov/DHS/healthplan/docs/web-quickref.pdf)
- Troubleshooting provider web portal: [www.oregon.gov/DHS/healthplan/docs/troubleshooting-portal.pdf](http://www.oregon.gov/DHS/healthplan/docs/troubleshooting-portal.pdf)
- Benefits and HSC Inquiry screen: [www.oregon.gov/DHS/healthplan/docs/client-hsc-inquiry.pdf](http://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](http://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](http://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.