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Authorized Signature

Number: OPAR-IM-10-04
Issue Date: 08/15/2010

Topic: Payment Accuracy and Recovery

Subject: New form for requesting Rush TPL processing - DHS0156

Applies to (check all that apply):

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

Message:

There are times when clients have urgent medical needs and they are unable to access services because their third party insurance is not accurate in MMIS. When this occurs, workers are required to submit a “rush” request to the Health Insurance Group (HIG) so they can update the TPL.

To simplify the “rush” request process, HIG created the [DHS0156](#). It is available on the DHS Forms server and has email functionality that allows the worker to email it to HIG directly from the forms server. This form is very user friendly and requires a limited amount of information. The form was piloted at 5503 and has proven to reduce the workload for workers as well as HIG.

Attached to this IM are the instructions for using the form. Please note – this form is for urgent/emergent “rush” requests only. Non-emergent TPL referrals should still be submitted on a DHS415H or the SDS415H. We hope to release an electronic version of the 415H in the future.

If you have any questions about this information, contact:

Contact(s):	Carolyn Thiebes, Analyst, Office of Payment Accuracy and Recovery		
Phone:	503 378-3507	Fax:	503 378-3207
E-mail:	Carolyn.thiebes@state.or.us		

Using the DHS0156 Rush Request for Verification of Third Party Insurance

Step 1: Go to the [DHS forms server](#) and enter 0156 in the form number search field.

Select the PDF Version. The PDF version is recommended because you can't email directly from the Word version.

Step 2: Set up the form on your desktop:

Click on the link to the **PDF** version. Click the orange **Save** button at the top of the form. Save the form on your **Desktop**. You will only have to do this step one time for your initial set up. (You do not have to save this on your desktop if you prefer to open it from the Forms Server each time. However saving to your desktop will be a future time saver)

Step 3: Close the form. The icon for the DHS0156 is now saved on your desktop

To request rush processing

Step 4: Open the PDF form from your desktop or the forms server and:

- 1) Complete the six questions in the **Contact** section.
- 2) In the **Reason** section check the box that best reflects the status of the insurance and briefly explain why rush processing is needed (for example – client at the pharmacy and cannot get medication).
- 3) Complete all of the **Policy Holder** section. If there is a DV or good cause concern, check the box that applies at the bottom of the form.

Note: This form contains the minimum amount of information that HIG needs. To ensure the rush request can be processed – all sections must be completed.

Step 5: When you have completed the form, click the orange **Attach to email** button at the top of the form. A Groupwise window will open. The subject field and address fields are automatically populated.

Step 6: Send the email. If you need to have HIG contact you after they have updated the TPL file, you can request that in the body of your email.

Note: Once the email has been sent you can either save the completed form on your "H" drive, print it, or close the form without saving.