



## Multnomah Other Billing Reminders December 2019

### **New Member Eligibility Process**

Providers must enroll a member into Multnomah Other if they are not already an active member. This process can take up to 2 weeks – typically less. Member enrollment can be viewed in CIM. If the member is not entered into CIM within 2 weeks, please contact Billing Support at [billing.multother@multco.us](mailto:billing.multother@multco.us).

### **Member Addresses**

Providers should NOT use agency or treatment facility addresses as the member's address of residence. If a member does not have an address because they are homeless, providers should list the member as homeless.

Entering a treatment facility or agency address as a member's address may cause delays in processing new member requests – these forms may be returned to the provider as incomplete. Please note that delays due to normal processing times or incomplete forms are not considered an extenuating circumstance for timely entry/filing waivers.

### **Timely Entry**

Most authorizations must be entered within 45 days of the authorization start date to auto-approve in CIM. Authorizations entered after 45 days from the start date will have their start date adjusted so that it is 45 days prior to the CIM entry date and reprocessed.

**Authorizations that require utilization review may have different timely entry deadlines.** Please make sure to review the submission deadlines on the treatment authorization guideline for the service being requested. Treatment authorization guidelines are posted on the [AD Provider website](#) for all services that require utilization review.

If an extenuating circumstance prevented the authorization from being entered by the timely entry deadline, please submit a waiver request to Billing Support – requests will be reviewed on an individual basis. Please note that timely entry waivers for authorizations are a separate process from timely filing waivers for claims. A timely entry waiver does not guarantee that a timely filing waiver will be granted.

### **Income Verification**

Providers should verify and document income for all Multnomah Other members to ensure that the member meets the income eligibility guidelines. Please refer to the [Multnomah Other Eligibility and Enrollment](#) documentation on our [AD Provider website](#) for detailed information.

If a member has no income, a self attestation of no income is sufficient documentation of income. Providers should follow up with (and document) income verification for members with no income. Examples of income verification are confirmation of Supplemental Nutritional Assistance Program (AKA food stamps) eligibility or documentation of how a member is paying for food, housing, and/or other necessities if they have no income.

### **Questions? Technical Assistance?**

Contact us at [billing.multother@multco.us](mailto:billing.multother@multco.us)