

Important: MIHMS Health PAS Online Portal Will Be Unavailable January 13-16

MaineCare will perform scheduled maintenance to the MIHMS (Maine Integrated Health Management Solution) system from 12:01 am on Friday, January 13 through 7:00 am on Tuesday, January 17, in preparation for HIPAA Version 5010. **The MIHMS Health PAS Online Portal will be unavailable during this time.**

During this maintenance, providers and billing agents –

Can:

- Check Medicaid eligibility through the Interactive Voice Response (IVR) by calling MaineCare at 1-866-690-5585. Eligibility verification data will be current as of Thursday, January 12.
- Submit an “Urgent” Prior Authorization (PA) * request by taking the following action:
 - Call Provider Services at 1-866-690-5585 and say you need to submit an Urgent PA request. Indicate the service type, i.e., out-of-state medical service, out-of-state transportation, etc. Your call will be transferred to the appropriate PA unit and you will be given specific instructions. **Do not submit your Urgent request to the MIHMS PA fax number.**
- Expect payments to be on the regular weekly schedule.
 - Payments for the week ending January 27 will include four days of claims rather than a full week.
 - Depending on the claims volume, processing will return to normal over the next one or two weeks.
- Expect that Electronic Fund Transfer (EFT) to be unaffected; however, PDF Remittance Advices (RAs) and 835s will not be available until January 17.
- Expect paper Remittance Advices (RAs) and checks on schedule.
- Expect additional list serve messages or RSS Feeds on the status.
- Call the EDI Helpdesk at 1-866-690-5585, option 3.

While the MyHealthPAS online portal is unavailable, providers and billing agents—

Cannot:

- Get to the portal home page
- Log in to the portal (Trading Partner log in)
- Submit DDE or electronic claims
- View any portal documents
- Retrieve a PDF Remittance Advice or 835
- Use any portal functionality

MaineCare is committed to minimizing the disruption to providers during this time and thanks you in advance for your patience.

* **“Urgent”** care is medical care to treat persons who have an injury or illness that requires immediate care but is not serious enough to warrant a visit to an Emergency Department. Examples include out-of-state outpatient services or physician office services that are medically needed within an immediate timeframe. **“Emergency”** out-of-state services will be processed as usual, on a retroactive basis. Providers must notify the Department by calling 1-866-796-2463, within one business day of an emergency inpatient admission for a MaineCare member.