

Important: MIHMS MyHealthPAS Online Portal Unavailable December 8 through December 11

MaineCare will perform a scheduled upgrade to the MIHMS (Maine Integrated Health Management Solution) system from December 8 – 11, in preparation for HIPAA Version 5010. **The MyHealthPAS online portal will be unavailable from 12:01 a.m. Thursday, December 8th until 11:59 p.m. Sunday, December 11th, 2011.**

During the upgrade, providers can:

- Check Medicaid eligibility through the IVR by calling MaineCare at 1-866-690-5585. Eligibility verification data will be current through 12/07/2011
- Submit an urgent Prior Authorization (PA) via fax, to 1-866-598-3963 and mark the PA as urgent
- Expect that there will be no disruption in the weekly payment cycle
- Expect that EFT transfer will not be affected; however, RAs and 835s will not be available until the upgrade is complete
- Expect paper remits and checks on schedule
- Expect additional listservs and provider messages on the status between now and the upgrade

The MyHealthPAS online portal will host a custom maintenance message referring providers to the IVR during the upgrade. This means that during the upgrade, providers cannot:

- Log in to the portal
- Submit claims
- View any portal documents
- Retrieve a Remittance Advice or 835
- Use any portal functionality

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

*Please note that HIPAA Version 5010 transactions will **not** be accepted prior to January 1, 2012, even if the trading partner is certified.*