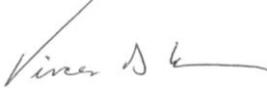




ISSUE DATE May 11, 2012	EFFECTIVE DATE May 7, 2012	NUMBER 99-12-02
SUBJECT Electronic Forms		BY  Vincent D. Gordon, Deputy Secretary Office of Medical Assistance Programs

PURPOSE:

The purpose of this bulletin is to notify all providers that the Department of Public Welfare (Department) will discontinue the mailing of 32 forms that are currently available for bulk ordering on the Department website, effective May 7, 2012. This bulletin obsoletes and replaces MA Bulletin 99-07-05 Ordering Medical Assistance (MA) Forms and Publications, issued 03/23/2007.

SCOPE:

This bulletin applies to all providers and other interested parties.

BACKGROUND:

Due to the rising cost of production and postage, as well as the increased use of the internet for business communication, the Department is moving forward with additional initiatives to provide information electronically. Although many forms are available for download on the forms ordering page of the Department website (<http://www.dpw.state.pa.us/findaform/ordermedicalassistanceforms/index.htm>), many providers continue to order them in bulk.

DISCUSSION:

The electronic forms initiative is the next step in the Department’s “Go Electronic” information technology initiatives. There are currently over one hundred forms available for ordering on the Department website. They are printed, stored and mailed in bulk, by either cartons or packets. Providers also have the option of downloading and printing the majority of the forms, as needed. In order to cut costs and eliminate waste associated with printing, warehousing and destruction of unused, obsoleted forms, 32 of the least ordered forms will be made printable only. They can be printed via the downloadable PDF links on the forms ordering page.

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

The appropriate toll free number for your provider type

Visit the Office of Medical Assistance Programs Web site at
<http://www.dpw.state.pa.us/provider/healthcaremedicalassistance/index.htm>

Providers will no longer have the option to order these forms in bulk. A list of the forms can be found in attachment 1.

PROCEDURE:

Effective May 7, 2012, 32 of the forms available for providers to order in bulk will be made electronic only (printed from a PDF download). The boxes on the website for entering a quantity for these forms will be removed and the only option on the web will be to download and print.

Providers may continue to order these forms online, until the stock is exhausted, or until the effective date of May 7, whichever comes sooner. **Once the stock is depleted, no more forms will be printed, meaning some orders that come in before the effective date may not be filled.** After May 7, no orders for these forms will be filled. Forms are normally received within two weeks of the order. If a provider orders any of these 32 forms, and they are not received within two weeks, that means the order was unable to be filled. If a provider wishes to inquire as to the status of their order they may do so by emailing OMAPFormsRequest@pa.gov or by calling the appropriate telephone number for their provider type.

Providers without access to the internet will be able to receive copies of the forms by contacting the correct telephone number, listed below, for their provider type.

Provider Service Center
1-800-537-8862

Hours of Operation: Monday - Friday, 8:00 am - 4:30 pm

Office of Mental Health and Substance Abuse Services Providers
1-800-433-4459

Hours of Operation: Monday - Friday, 8 am – 4 pm

Office of Long Term Living Providers
1-800-932-0939

Hours of Operation: Monday - Thursday, 9:00 am - Noon & 1:00 pm - 4:00 pm

Office of Developmental Programs
1-888-565-9435

Hours of Operation: Monday – Friday, 8 am – 5 pm

A form will be printed from the website and faxed or mailed to the provider. Only one copy of the requested form will be provided. It is the provider's responsibility to make copies, as needed. In the event a form is damaged or lost, the provider may request another copy. As forms are often updated, the provider should request a new form regularly, or if they become aware that it has changed. For those providers with access to the internet, notification of

updated forms will be made on the What's New section of the DPW website (<http://www.dpw.state.pa.us/provider/doingbusinesswithdpw/medicalassistance/whatsnew/index.htm>).

All other forms will continue to be available for ordering on the forms ordering page of the Department website, as well as with the updated paper Provider Order Form MA-300X (attachment 2), using current procedure, which is listed below:

1. Effective with orders received on or after May 1, 2012 only the revised MA-300X will be accepted.
2. The website for online orders is <http://www.dpw.state.pa.us/findaform/ordermedicalassistanceforms/index.htm>.
3. The MA-300X may be typed or handwritten, as long as it is legible. Orders must be placed on an original MA-300X. Photocopies of an MA-300X are not acceptable, as the MA-300X is printed on cardstock, folded and mailed. Photocopied pieces of paper will not be delivered by the USPS. Please do not use the attached MA-300X to place orders. This form is attached for reference only.
4. Whether completing the MA-300X, or ordering online, be sure to review it for accuracy.
 - Do not use a post office box number for your shipping address. Forms are generally shipped via UPS and require a street address for delivery.
 - Use the appropriate quantity needed for the form you are ordering. Forms are listed on the MA-300X, and online, with the form number, the title of the form, and the quantity found in each type of package. The forms are available in packs and, in some instances, in cartons. PLEASE ORDER YOUR FORMS IN PACKS OR CARTONS ONLY. For example, if a form is listed as 50/pack or 500/carton, and you need 500 total forms, you would indicate on your order that you want 10 PACKS or 1 CARTON. If you write 500, you might receive 500 packs or 500 cartons.
5. You can expect to receive your supply of forms within two weeks from the time you submit your order. This quick turnaround time should eliminate most emergency orders. You should try to keep a three to six month supply of forms on hand and plan your reorders to avoid depleting your supply.

[Attachment 1: 32 Forms Now Available for Download Only](#)

[Attachment 2: MA300X](#)