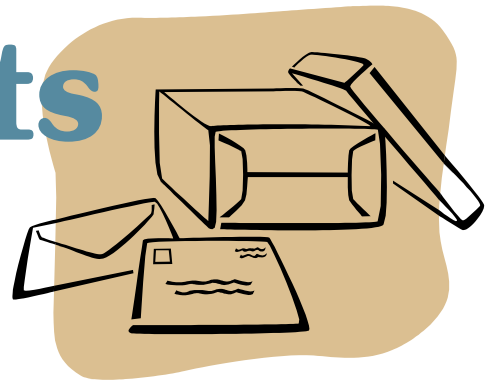


# Division of Medical Assistance Programs (DMAP)



## Provider Contacts



- ✓ Common telephone numbers
- ✓ Contacts for prior authorization requests
- ✓ Mailing addresses

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# Telephone numbers to assist providers

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*Lines are available Monday–Friday, 8 a.m. to 5 p.m. unless otherwise noted.*

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## Automated Voice Response (AVR)

**866-692-3864**

*24 hours a day, 7 days a week*

- ✓ Client's eligibility, third party liability (TPL), benefit plans, managed care enrollment
  - ✓ Client's vision service history
  - ✓ Reimbursement information for specific procedures
  - ✓ Recent claims and prior authorization (PA) status
- 

## Benefit RN Hotline

**800-393-9855**

**Local – 503-945-5939**

- ✓ Information about OHP diagnosis/treatment pairs
- ✓ Help using the Web portal Benefits and HSC Inquiry

*If the client is in a managed care plan and you have a question about whether the treatment is covered, call the client's plan.*

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## Claims Management Group

**800-527-5772**

- ✓ Information about transplant claims
- 

## EDI Support Services

**888-690-9888**

[dhs.edisupport@state.or.us](mailto:dhs.edisupport@state.or.us)

- ✓ Information about Electronic Data Interchange (EDI)
- 

## Fraud and Abuse Hotline

**888-FRAUD01**

**(888-372-8301)**

[www.oregon.gov/DHS/aboutdhs/fraud/](http://www.oregon.gov/DHS/aboutdhs/fraud/)

- ✓ To report suspected client or provider fraud to DHS
- 

## Oregon Pharmacy Call Center

**888-202-2126**

*24 hours/7 days a week*

- ✓ Prior authorization for providers calling for fee-for-service prescriptions
  - ✓ Technical assistance for pharmacy providers
    - ✓ ProDUR and POS
    - ✓ Pricing questions and OMAC disputes
- 

## Provider Enrollment

**800-422-5047**

[provider.enrollment@state.or.us](mailto:provider.enrollment@state.or.us)

- ✓ To change provider addresses or other enrollment information
  - ✓ To enroll for Electronic Funds Transfer (EFT)
  - ✓ To register a National Provider Identifier with DHS
- 

## Provider Services

**800-336-6016**

[dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us)

*Mon.–Thurs. 8:30 a.m. to 4:30 p.m.  
Friday, 10 a.m. to 4:30 p.m.*

- ✓ Answers billing questions
  - ✓ Processes provider appeals
  - ✓ Reviews out-of-state claims
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## Telephone numbers to assist providers (continued)

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*Lines are available Monday–Friday, 8 a.m. to 5 p.m. unless otherwise noted.*

### Provider Access Team

- ✓ Web portal PIN and AVR password reset
- ✓ Web portal and AVR questions

**800-336-6016**

[team.provider-access@state.or.us](mailto:team.provider-access@state.or.us)

*Mon. –Thurs. 8:30 a.m. to 4:30 p.m.*

*Friday, 10 a.m. to 4:30 p.m.*

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### Provider Web Portal

*Use the Web portal to:*

- ✓ Verify client eligibility and enrollment
- ✓ Submit and adjust claims
- ✓ Request prior authorizations (PA)
- ✓ Verify whether a specific procedure is covered according to the Prioritized List of Health Services, requires copayment or requires PA under the client's benefit plan

<https://www.or-medicaid.gov>

*24 hours a day, 7 days a week*

*Information on how to use  
the Web portal is at:*

[www.oregon.gov/DHS/healthplan/  
webportal.shtml](http://www.oregon.gov/DHS/healthplan/webportal.shtml)

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## Telephone numbers to assist clients

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*Providers can refer clients to the following resources. These resources are for clients only.*

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### Application Center

- ✓ Clients may call to receive an OHP Application

**800-359-9517**

**TTY – 711**

*Monday–Friday, 8 a.m. to 4:45 p.m.*

*(closed 11:45 a.m. to 12:30 p.m.)*

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### Client Services

**800-273-0557**

Clients may call Client Services to:

- ✓ Receive general information about OHP medical and dental benefits.
- ✓ Receive coaching on how to resolve problems involving access or quality of care.
- ✓ Report inappropriate denials of covered benefits.
- ✓ Get help with medical bills for OHP services.
- ✓ Ask basic questions about the OHP application process or general eligibility issues.
- ✓ Request Certificates of Creditable Coverage when leaving OHP and for commercial health insurance.
- ✓ Request a copy of the OHP client handbook.
- ✓ Request changing their assigned pharmacy.

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### FFS Nurse Advice and Triage Service

**800-562-4620**

- ✓ Advice line for fee-for-service OHP clients

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## Telephone numbers to assist clients (continued)

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### OHP Managed Care Plans

If the client is in a managed care plan and has questions about benefits, bills received, or choosing a provider, the client should call the plan first.

#### Dental Plan

Access Dental Plan	877-213-0357; TTY: 877-573-0706
Advantage Dental Services	866-268-9631; TTY: 866-268-9617
Capitol Dental	800-525-6800; TTY: 800-735-1232
Family Dental Care	866-875-1199; TTY: 800-471-7944
Hayden Family Dentistry	888-468-0022; TTY: 866-599-8657
Managed Dental Care Services of Oregon	800-538-9604; TTY: 800-669-4041
Multicare Dental	877-350-7333; TTY: 800-735-1232
ODS Community Health	800-342-0526; TTY: 800-433-6313
Willamette Dental Group	800-461-8994; TTY: 800-735-1232

#### Medical Plan

CareOregon	800-224-4840; TTY: 503-416-3700
Cascade Comprehensive Care	866-605-2947; TTY: 541-883-2947
Central Oregon Individual Health Solutions	800-431-4135; TTY: 800-735-2900
Doctors of the Oregon Coast South	800-264-0014; TTY: 877-769-7400
Douglas County Individual Physicians Association	800-676-7735; TTY: 888-236-4417
FamilyCare	800-458-9518; TTY: 800-735-2900
InterCommunity Health	800-757-5114; TTY: 800-735-2900
Kaiser Permanente Oregon Plus	800-813-2000; TTY: 800-735-2900
Lane Individual Practice Association	877-600-5472; TTY: 877-600-5473
Marion-Polk Community Health Plan	866-318-5375; TTY: 866-846-4831
Mid-Rogue IPA	888-460-0185; TTY: 800-735-1232
ODS Community Health	888-788-9821; TTY: 888-788-9835
Oregon Health Management Services	800-471-0304; TTY: 800-735-2900
Providence Health Assurance	800-898-8174; TTY: 503-574-8702
Tuality Health Alliance	800-681-1901; TTY: 800-735-2900

#### Mental Health Plan

Accountable Behavioral Health Alliance	866-625-5755; TTY: 800-221-2832
Clackamas Mental Health	888-651-2134; TTY: 503-655-8388
FamilyCare, Inc	866-798-2230; TTY: 800-735-2900
Greater Oregon Behavioral Health	800-294-5211; TTY: 800-399-7335
Jefferson Behavioral Health	888-214-3337; TTY: 800-735-2900
LaneCare Mental Health	541-682-7250; TTY: 541-682-7540
Mid-Valley Behavioral Care Network	888-315-6822; TTY: 800-735-2900
Verity Integrated Behavioral Healthcare Systems	888-620-4555; TTY: 503-306-5866
Washington County Health and Human Services	800-995-0017; TTY: 800-735-2900

#### Chemical Dependency Plan

Deschutes County CDO	541-322-7500; TTY: 541-322-7610
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## Prior authorization contacts for fee-for-service (open card) clients

Use the appropriate agency to authorize services in each section. Unless a different fax number is specifically listed for the authorizing agency, fax FFS PA requests to:

- 503-378-5814 for routine requests
- 503-378-3435 for immediate/urgent requests

Programs	Authorizing agency	Telephone numbers
DME and Supplies	<b>MFC clients –</b> Medically Fragile Children’s Unit	971-673-2974
Hearing Aid Services		971-673-3000
Home Health (nursing only)		
Home Enteral/Parenteral		
Physical/Occupational Therapy		<b>All other clients –</b> DMAP Medical Unit
Private Duty Nursing	503-945-6821	
Speech/Hearing/Audiology		
Visual Services		
Dental Services	DMAP Dental Coordinator	800-527-5772 503-945-6506
Drugs/Pharmacy	Oregon Pharmacy Call Center	888-202-2126
Oral Nutritional Supplements		888-346-0178 (fax)
Surgical Procedures	Acumentra Health 2020 SW Fourth St, Ste 520 Portland OR 97201-4960	800-452-1250 503-279-0159 800-325-8933 (outside Oregon)
Transplants	DMAP Clinical Unit	800-527-5772
Out-of-State Services		503-945-6488 503-373-7689 (fax)
Transportation	Local branch office/brokerage	<a href="http://www.oregon.gov/DHS/localoffices/index.shtml">www.oregon.gov/DHS/localoffices/index.shtml</a>

## Provider mailing addresses

CMS-1500	All professional provider claims	DMAP, PO Box 14955 Salem, OR 97309
	Speech/language pathology, audiology & hearing services; private duty nursing claims	DMAP, PO Box 14018 Salem, OR 97309
	Contract RN claims	DMAP, PO Box 14957 Salem, OR 97309
DMAP 505	Medicare/Medicaid claims	DMAP, PO Box 14015 Salem, OR 97309
UCF 5.1 (Universal Claim Form)	Drug claims	DMAP, PO Box 14951 Salem, OR 97309
Any form used in conjunction with Death with Dignity	Death with Dignity claims	DMAP, PO Box 992 Salem, OR 97308-0992
ADA 2006	Dental claims	DMAP, PO Box 14953 Salem, OR 97309
UB-04	Hospital, Home Health, Hospice claims	DMAP, PO Box 14956 Salem, OR 97309
	Long-term nursing home care claims	
DMAP 741 DMAP 742A and 742B	Consent to hysterectomy Consent to sterilization	DMAP, PO Box 14958 Salem, OR 97309
Transplant claims	For any claim related to payment for prior authorized, covered transplant services	DMAP, PO Box 14016 Salem, OR 97309
Out-of-state claims	For any claim from a provider located more than 75 miles beyond the Oregon border. If within 75 miles, send to the appropriate address listed above.	DMAP Provider Services ATTN: Out of State Claims 500 Summer St NE, E44 Salem, OR 97301-1079
Administrative exams	For any claim related to payment for exams requested by DHS offices.	DMAP, PO Box 14165 Salem, OR 97309
DMAP/DHS forms	To order DMAP or DHS forms	DHS Distribution Center 550 Airport Rd Salem, OR 97310
DMAP 1036 – Individual adjustment request	To correct an overpayment or underpayment for a specific claim; <b>do not attach refunds.</b>	DMAP, PO Box 14952 Salem, OR 97309
Problem claims including administrative errors and claims over one year old	1. Send a letter explaining the problem. 2. Attach claim and related paper RAs. 3. Include complete documentation.	DMAP Provider Services 500 Summer St NE, E44 Salem, OR 97301-1079
Appeals (reconsideration of non-covered services, CAWEM denials)	1. Send a letter stating reasons for the appeal or reconsideration. 2. Attach the claim for denied services.	
Pharmacy Reconsiderations	3. Include complete documentation.	
Third-party resource updates	Complete and return the DHS 8708 at <a href="http://dhsforms.hr.state.or.us/Forms/Served/DE8708.pdf">http://dhsforms.hr.state.or.us/Forms/Served/DE8708.pdf</a> .	Health Insurance Group PO Box 14023 Salem, OR 97309-9919
Refund checks to DMAP	Include a letter (ATTN: DHS Receipting Specialist) explaining the reason for the refund. Attach related paper RAs.	DHS Receipting Unit 500 Summer St NE, 4th Fl Salem, OR 97301