

Provider Alert

Client coverage letters are in the mail!

DMAP is once again mailing client coverage letters. The mailing, which began the week of May 4, will take three weeks to complete. After this mailing, DMAP will **not** send more coverage letters until they can be produced on a daily schedule.

In the meantime, DMAP will continue to mail letters to clients about changes to their OHP managed care enrollment, and mail Medical ID cards to clients.

Remember, the DHS Medical Care ID does not show eligibility, and the coverage letters are not a guarantee of eligibility. Verify client eligibility through:

- The Provider Web Portal at <https://www.or-medicaid.gov> or
- Automated Voice Response (AVR) at 866-692-3864.

If, after using the Web portal or AVR, you still have questions about the client's eligibility, call Provider Services at 800-336-6016.

Coming soon — New resource regarding billing issues

Watch the OHP home page at www.oregon.gov/DHS/healthplan for a link to frequent updates about claim processing issues, workarounds, resolutions and reminders. You can **eSubscribe** to get an e-mail whenever updates occur.



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