

# Important Information

## Regarding mandatory state office closures

As you know, tough economic times have severely reduced state revenues, forcing legislatures throughout the nation to make deep cuts in state budgets.

- To address its own budget cuts, Oregon will close most state agencies on ten Fridays that fall throughout the current two-year budget period (see box at right).
- These closures require DMAP employees to take mandatory unpaid furloughs on those days, saving Oregon's taxpayers about \$2 million a day.

### DMAP will be closed on Friday, October 16

DMAP's first closure day is Friday, October 16. The following call centers will be closed:

- OHP Client Services at 800-273-0557
- EDI Support Services at 888-690-9888
- Provider Services at 800-336-6016
- Benefit RN Hotline at 800-393-9855
- Provider Enrollment at 800-422-5047
- DMAP PA Line at 800-642-8635

We regret any inconvenience this closure may cause, and we look forward to reopening on Monday morning, October 19.

### You can still get help

The following resources are still available on the the closure dates. For more information, go to [www.oregon.gov/DHS/healthplan](http://www.oregon.gov/DHS/healthplan) and click on the "Office Closures" Quick Link.

- **Provider Web Portal** at <https://www.or-medicaid.gov> – Verify client eligibility, enrollment and benefit coverage; submit, review and adjust claims; submit prior authorization (PA) requests, and more.
- **Automated Voice Response at 866-692-3864** – Verify client eligibility, enrollment and benefit coverage; perform basic claim, payment and PA status requests.
- **Acumentra Health** – For PA requests for specific non-emergent inpatient and outpatient admissions or procedures for fee-for-service clients.
- **Oregon Pharmacy Call Center at 888-202-2126** – Pharmacy technical assistance and PA requests for fee-for-service prescriptions (including 7/11 carve-out drugs for managed care clients). Their fax number is 888-346-0178.
- **OHP medical, dental and mental health plans** – For OHP plan members and providers.

### State office closure dates

- October 16, 2009
- November 27, 2009
- March 19, 2010
- April 16, 2010
- June 18, 2010
- August 20, 2010
- September 17, 2010
- November 26, 2010
- March 18, 2011
- May 20, 2011

**Questions?** Call Provider Services at 800-336-6016, Monday through Friday, 7 a.m. to 4:30 p.m. or e-mail [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us).