

Common telephone numbers, e-mail addresses and Web sites for providers
and clients

Fax numbers and telephone numbers for prior authorization requests

Mailing addresses for claims, consent forms, and more

Provider Contacts List

For Oregon Medicaid fee-for-service providers



Oregon
Health
Authority

Division of Medical Assistance Programs
Client and Provider Education



Revised Feb. 1, 2012

Provider resources

Available 24 hours a day, seven days a week.

Automated Voice Response (AVR)

866-692-3864

Client's eligibility, third party liability (TPL), benefit plans, managed care enrollment

Client copayment responsibility

Client's vision service history

Reimbursement information for specific procedures

Recent claims and prior authorization (PA) status

Provider payment information for most recent Remittance Advice (RA)

Provider Web Portal

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

Information on how to use the Web portal is at www.oregon.gov/OHA/healthplan/webportal.shtml.

- Verify client eligibility and enrollment
- Submit and review/adjust claims
- Request and review 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
- Submit updates to your address, phone number(s) and direct deposit account information (go to Providers->Demographic Maintenance)

Pharmacy resources

Oregon Pharmacy Call Center

888-202-2126

Technical assistance for pharmacies (ProDUR and POS)

24 hours/7 days a week

Myers and Stauffer, LC

800-591-1183

Pharmacy pricing questions

pharmacy@mslc.com

AAAC reimbursement review requests

Telephone numbers to help providers

Available Monday through Friday, 8 a.m. to 5 p.m. unless otherwise noted.

Benefit RN Hotline

800-393-9855
Local – 503-945-5939

Ask about OHP diagnosis/treatment pairs

Claims Management Group

800-527-5772

Information about transplant claims

Electronic Data Interchange (EDI) Support Services

888-690-9888

Learn about Oregon Medicaid EDI requirements

dhs.edisupport@state.or.us

Reset EDI mailbox passwords

Register and test EDI transactions; submit changes to
Trading Partner Agreements

Fraud and Abuse Hotline

888-FRAUD01

Report suspected client or provider fraud

www.oregon.gov/DHS/aboutdhs/fraud/

Prior Authorization Contacts

See page 5

Request authorization for fee-for-service medical, dental, and transportation services; equipment; and prescriptions

Provider Enrollment

800-422-5047

Enroll as an Oregon Medicaid provider

provider.enrollment@state.or.us

Change addresses or other enrollment information

Enroll for Electronic Funds Transfer (EFT)

Register a National Provider Identifier

Provider Services

800-336-6016

Ask complex billing questions

dmap.providerservices@state.or.us

Submit provider appeals and out-of-state claims

team.provider-access@state.or.us

Web portal and AVR PIN/password resets and questions

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

Provider Training

503-945-6549

Registration for classroom training

provider-trng.dmap@state.or.us

Help registering for Webinars

Telephone numbers to help clients

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

Application Center

800-359-9517

Request an OHP Application or OHP Client Handbook

Monday–Friday, 8 a.m. to 4:45 p.m.
(closed 11:45 a.m. to 12:30 p.m.)

Client Services

800-273-0557

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 changing their assigned pharmacy.

FFS Nurse Advice and Triage Service

800-562-4620

Advice line for fee-for-service OHP clients

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.

Customer service numbers are listed on the client's member ID card from the plan.

You can also find phone numbers for each plan on the DMAP Medical and Dental Plans page at www.oregon.gov/OHA/healthplan/data_pubs/planlist/main.shtml.

TTY service (any number)

711

For more information about Oregon TTY/relay services, go to www.oregonrelay.com/about.html.

Prior authorization contacts

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; or
- 503-378-3435 for immediate/urgent requests.

When faxing to these numbers, use the [EDMS Coversheet](#) (one for each PA request).

DMAP Medical Management

800-642-8635

503-945-6821

DME and supplies

Out-of-state services

Speech/hearing/audiology

Hearing aid services

Physical/occupational therapy

Surgical procedures

Home health (nursing only)

Private duty nursing

Transplants

Home enteral/parenteral

Radiology

Visual services

DMAP Dental Coordinator

503-945-6505

Dental services

Hospital dentistry

Oregon Pharmacy Call Center

888-202-2126

888-346-0178 (fax)

Prescription drugs

Oral nutritional supplements

Medically Fragile Children's Unit

971-673-2974

971-673-3000

Private duty nursing and nursing delegation for Medically Fragile Children

Local branch office or transportation brokerage

www.oregon.gov/DHS/localoffices/index.shtml

Non-emergent medical transportation

For a list of brokerages, go to www.oregon.gov/OHA/healthplan/medical-transport/broker-list-map.pdf.

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
NCPDP UCF 5.1	Drug claims	DMAP, PO Box 14951 Salem, OR 97309
ADA 2006	Dental claims	DMAP, PO Box 14956 Salem, OR 97309
UB-04	Hospital, Home Health, Hospice claims	
	Long-term nursing home care claims	
Death with Dignity claims	Death with Dignity claims	DMAP, PO Box 992 Salem, OR 97308-0992
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 500 Summer St NE, E44 Salem, OR 97301-1079
Problem claims including administrative errors and claims over one year old; CAWEM and pharmacy reconsiderations	Send a letter explaining the problem. Attach claim and related paper RAs. Include complete documentation.	
Administrative exams	For any claim related to payment for exams requested by DHS offices.	DMAP, PO Box 14165 Salem, OR 97309
DMAP 1036 – Individual adjustment request	To correct an overpayment or underpayment for a specific claim; do not attach refunds.	DMAP, PO Box 14952 Salem, OR 97309
Appeals (redetermination of non-covered services)	Send a letter stating reasons for the appeal or redetermination. Attach the claim for denied services. Include complete documentation.	DMAP Provider Services 500 Summer St NE, E44 Salem, OR 97301-1079
Third-party resource updates	Complete and return the DHS 415H at https://apps.state.or.us/Forms/Served/de0415h.pdf	Fax to 503-373-0358 (Salem).
Refund checks to DMAP	Include a letter (ATTN: DHS/OHA Receipting Specialist) explaining the reason for the refund. Attach related paper RAs.	DHS/OHA Receipting PO Box 14955 Salem, OR 97309