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**Document Title:** Family Connects Oregon Technical Assistance Procedure

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**Date:** 09/28/22

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## Objective

To describe the procedure for commercial insurance carriers and newborn nurse home visiting providers to receive technical assistance from the Oregon Health Authority (OHA) regarding credentialing, contracting, and billing processes for the Universally offered Newborn Nurse Home Visiting Program, also known as Family Connects Oregon.

## Procedure

ORS 433.301, 743A.078, and rules 333-006-0000 through 333-006-0190 describe newborn nurse home visiting services, NNHVP certification, credentialing, billing, and claim submission requirements for the Newborn Nurse Home Visiting Program. A commercial insurance carrier or newborn nurse home visiting provider (NNHVP) may request OHA technical assistance to clarify requirements as follows:

1. Contact us by email at [oregon.uohv@odhsoha.oregon.gov](mailto:oregon.uohv@odhsoha.oregon.gov), or send questions or concerns via [Family Connects Oregon Question and Feedback form](#).
2. OHA Family Connects Oregon team (OHA FCO) will connect with the commercial insurance carrier and/or NNHVP to provide technical assistance.
3. OHA FCO will elevate unresolved questions or concerns to OHA leadership and to the Department of Financial Regulation (DFR) as needed.
4. OHA FCO will maintain a log of technical assistance questions and concerns.
5. OHA FCO will regularly update guidance and Frequently Asked Questions (FAQ) documents using the technical assistance log and respond to common issues and challenges during regularly scheduled meetings with commercial insurance carriers and NNHVP providers.

If formal policy or program decisions from DFR need to be communicated, DFR will release a Bulletin. If program-level changes need to be communicated, OHA will release a status update via email and the OHA Family Connects Oregon website.

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