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DMAP Operations Section

Authorized Signature

Number: DMAP IM 07-022

Issue Date: 3/08/07

Topic: Medical Benefits

Subject: OHP Premium Billing Office contractor changes 4/1/07

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMHD and DMAP transmittal lists |

Message: On April 1, 2007, a new contractor, Chaves Consulting, Inc. takes over the OHP Premium Billing Office contract. The following client letter explains the change to OHP Standard clients who pay premiums, letting them know the new office contact information. DMAP will mail the letters to affected clients in mid-March.

The new billing office is located in Baker City, so clients will no longer be able to pay at the Portland location. On April 1, Chaves will launch a Web site <OHPBilling.com> detailing how to do business with them by mail, e-mail, fax, in person, by TTY or over a toll-free phone line. They will eventually accept premium payments by credit or debit card authorization (a new option for clients once our contract is amended) as well as by check or money order. The premium staff will only accept cash payments that are presented in person at the Baker City office.

If you have any questions about this information, contact:

Contact(s):	Raeann Reese, DMAP Premium Contracts Administrator		
Phone:	503-947-5514		
E-mail:	raeann.reese@state.or.us		

Important Information About the new OHP Premium Billing Office

Effective April 1, 2007, the OHP Premium Billing Office will move. A different company runs the new office. You can make payments by mail or in person—but not at the Portland location after Friday, March 30.

A premium is a monthly payment paid only by some clients on the OHP Standard benefit package for health care coverage. The amount of your premium is based on your income and family size. Some members of your household may not have to pay premiums at all.

This means

You will receive your next OHP premium bill from a new address. Your bill will say where and how to send your payment. You may pay your OHP premiums in any one of several handy ways.

How to pay

The new office will accept your OHP premium payments in the form of a personal check, cashier's check or money order. Please do not send cash in the mail.

Mailing address

You may mail your check or money order to:

OHP Premium Billing Office
PO Box 1120
Baker City, OR 97814-1120

Be sure to include with your payment:

- Your case number or account number and
- The stub from your premium bill.

Payments in person

OHP Premium Billing Office
1705 Main Street, Suite 300
Baker City, Oregon

Phone and TTY

Starting April 1, call the OHP Premium Billing Office at 541-523-3602 or toll-free at 800-261-3317 or by TTY at 800-264-6958 if you:

- Want to discuss payment options.
- Want to know if they received your payment.
- Need to know your current balance.
- Have a question about your premiums.

Internet address

The new OHP Premium Billing Office has a Web site where you can find addresses, phone numbers and more information about how to pay: <www.OHPBilling.com>. You can e-mail questions to the billing office at <support@OHPBilling.com>.

Questions?

 **Contact the OMAP Client Advisory Services Unit** at 1-800-273-0557 if you have questions about this notice.

 **Contact your OHP worker** if you need this notice in a larger print size or in a different format.

