

Arlene Nelson, Interim Manager
 DMAP Operations

Authorized Signature

Number: DMAP-IM-07-141

Issue Date: 10/02/2007

Topic: Medical Benefits

Subject: Information card enclosed with prior authorization denial forms

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, AMH and DMAP transmittal lists |

Message:

DMAP will include the attached card with our prior authorization request denial forms. The card gives clients information on who to call if they have questions about their denial notice. The card also explains that calling the resources listed for questions (the DMAP Client Services Unit or their local DHS office) does **not** mean that they've started the formal hearing request process.

If you have any questions about this information, contact:

Contact(s):	Jason Georgedes, Acting CSU Manager		
Phone:	(503) 945-5771	Fax:	
E-mail:	jason.d.georgedes@state.or.us		

Information about the enclosed NOTICE OF DENIAL from DMAP

The enclosed *Notice of Denial* explains why the Division of Medical Assistance Programs (DMAP) has denied your health care provider's request for certain medical items or services.

Questions? If you have questions about the information in the *Notice of Denial*, call the DMAP Client Services Unit (CSU) at 800-273-0557 or any local DHS branch office. Please note that calling CSU or a local DHS office does not mean that you are requesting a hearing, only that you have questions about the *Notice of Denial*.

Hearing Rights: You have the right to a hearing if you disagree with the denial for services or supplies. You may also have the right to continued benefits. These rights are explained on the back of the *Notice of Denial* form. **These rights have deadlines.**

DMAP 1090 (9/07)