

Alice Labansky, Manager
DMAP Operations

Authorized Signature

Number: DMAP-IM-09-083

Issue Date: 06/30/2009

Topic: Medical Benefits

Subject: Provider announcement: PSU will direct providers with client eligibility and claim status questions to automated systems.

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:

On July 1, 2009, DMAP's Provider Services Unit will implement a new process to direct providers, with routine client eligibility and claim status questions, to one of DMAP's automated systems: Provider Web Portal or the Automated Voice Response (AVR).

This message will be delivered via 'Provider Announcements' on eSubscribe and posted on the Web.

If you have any questions about this information, contact:

Contact(s):	Provider Services Unit		
Phone:	800-336-6016	Fax:	
E-mail:	dmap.providerservices@state.or.us		



Provider Announcement

July 1, 2009: Provider Services Unit extends hours and limits question types

DMAP upgraded our Medicaid Management Information System (MMIS) and introduced the new Provider Web Portal and Automated Voice Response (AVR) tools six months ago. We want to take this opportunity to thank you for your patience as defects are discovered and corrected by our contractor.

During this transition, DMAP **temporarily** answered **routine** questions about OHP client eligibility and claim status. Starting July 1, 2009, DMAP will no longer answer questions about **client eligibility** and **claim status**.

Staff will **redirect** callers to the Provider Web Portal or AVR for this information, allowing more time to address issues that require staff assistance. If after using the Provider Web Portal or AVR you still find discrepancies or are experiencing problems, please call Provider Services at the number below.

If you have not set up your account yet, you will need to e-mail the Provider Access Team at team.provider-access@state.or.us for a new PIN. It can take up to one week to receive a new PIN by mail. However, the Team can help you by e-mail or telephone if you have locked yourself out or forgotten your password.

Provider Web Portal **<https://www.or-medicaid.gov>**

The Web Portal provides real-time client eligibility, claim status and prior approval. Other features include electronic claim submission and adjustments. For more information go to: www.oregon.gov/DHS/healthplan/webportal.shtml.

Automated Voice Response (AVR) **1-866-692-3864**

AVR provides real-time information by touch-tone telephone on client eligibility, claim status, and prior authorization status. For more information, please go to: www.oregon.gov/DHS/healthplan/tools_prov/avr-guide.pdf.

New longer hours

Provider Service Unit can be reached Monday-Friday, 7:00 a.m. to 4:30 p.m. at dmap.providerservices@state.or.us or: 1-800-336-6016.

