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DMAP Operations Section

Authorized Signature

Number: DMAP- IM-09-092

Issue Date: 07/16/2009

Topic: Medical Benefits

Subject: DMAP Client Services and Provider Services phone lines are now fully operational

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:

The Client Services hotline (800-273-0557), the Provider Services hotline (800-336-6016) and the Provider Enrollment hotline (800-422-5047) are now fully operational.

When clients or providers call the hotlines, they will hear the recorded greeting and the options menu. Voice mail is also now working.

If you have any questions about this information, contact:

Contact(s): DMAP Distribution

E-mail: dmap.distribution@state.or.us