

Dale Elder, Manager  
DMAP Provider Services and Operations Section

**Number:** DMAP IM 14-039

**Authorized Signature**

**Issue Date:** 09/12/2014

**Topic:** Medical Benefits

**Subject:** DMAP provider mailing address changes effective October 1, 2014

**Applies to:**

- |                                     |                               |                                     |  |
|-------------------------------------|-------------------------------|-------------------------------------|--|
| <input type="checkbox"/>            | All DHS employees             | <input type="checkbox"/>            | County Mental Health Directors             |
| <input checked="" type="checkbox"/> | Area Agencies on Aging        | <input checked="" type="checkbox"/> | Aging and People with Disabilities         |
| <input type="checkbox"/>            | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): AMH and DMAP staff |
| <input type="checkbox"/>            | County DD Program Managers    |                                     |  |

**Message:**

Effective October 1, 2014, DMAP will only accept mail at the following addresses:

- **PO Box 992, Salem** for Death with Dignity claims
- **500 Summer St, E44, Salem** for transplant claims, and claims that require special handling
- **PO Box 14955, Salem** for all other paper claims, and refund checks to DMAP
- **PO Box 14952, Salem** for all DMAP 1036 (Individual Adjustment Requests)

Any mail directed to closed mailboxes will automatically forward to the appropriate address for one year. To communicate this change:

- DMAP has posted the following [OHP Provider Announcement](#), which will be distributed via GovDelivery (eSubscribe). It explains where to send mail effective October 1.
- DMAP has updated the [Claim Adjustment Handbook](#), [DMAP 1036](#), [DMAP 3086](#) and [DMAP 3083](#) forms with the appropriate address information.

DMAP is also updating the [Provider Contacts List](#), [Pharmacy Billing Instructions](#), [Institutional Billing Instructions](#) and [DMAP 729](#) form.

- Once final, the institutional billing instructions will include information for nursing facilities and replace the billing guides currently posted on the [APD Tools for Providers page](#).
- These changes will be in place by the end of this month.

*If you have any questions about this information, contact:*

Contact(s):	Kris Kersine, DMAP Provider Services Manager		
Phone:	503-945-6501	Fax:	503-945-6873
E-mail:	<a href="mailto:kristine.kersine@state.or.us">kristine.kersine@state.or.us</a>		



**HEALTH CARE PROGRAMS**  
Division of Medical Assistance Programs

John A. Kitzhaber, MD, Governor



**Date:** September 12, 2014

500 Summer St NE E44  
Salem, OR, 97301

**To:** Oregon Health Plan providers

Voice: 1-800-336-6016

FAX: 503-945-6873

TTY: 711

**From:** Dale Elder, Manager  
Provider Services and Operations Section, DMAP

[www.oregon.gov/OHA/healthplan](http://www.oregon.gov/OHA/healthplan)

**Subject:** Changes to paper claim mailing addresses effective October 1, 2014

Effective October 1, 2014, the Division of Medical Assistance Programs (DMAP) will accept mail as follows:

Document type	Address
Death with Dignity claims	PO Box 992 Salem, OR 97309
Hysterectomy and sterilization consent forms Transplant claims Claims that require special handling (e.g., out-of-state claims, claim appeals and reconsiderations)	500 Summer St NE, E44 Salem, OR 97301
All other paper claims: ADA 2012, CMS-1500, UB-04, UCF 5.1 and DMAP 505 claims (including Admin Exam and Community Nursing claims)	PO Box 14955 Salem, OR 97309
Refund checks	
All DMAP 1036 Individual Adjustment Requests (including Nursing Home adjustments)	PO Box 14952 Salem, OR 97309

We have also updated our [Provider Contacts List](#) to reflect these changes.

### Why is this happening?

Because of the small number of paper claims submitted to DMAP, and the cost of leasing multiple Post Office (PO) boxes, we decided to close some PO Boxes and have mail redirected as listed above.

### What should you do?

On and after October 1, please mail paper claims, refund checks and paper adjustment requests as listed above.

Remember that you can also submit individual claims and adjustments electronically using the Provider Web Portal at <https://www.or-medicaid.gov>. The Provider Web Portal is a free service available 24 hours a day, seven days a week to enrolled providers. To learn more, visit our [Provider Web Portal page](#).

### Questions?

If you have any questions about this announcement, contact the Provider Services Unit at [dmmap.providerservices@state.or.us](mailto:dmmap.providerservices@state.or.us) or call 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:00 p.m. and Friday 10 a.m. to 4:00 p.m. (phone lines closed 11:30 a.m. to 12:30 p.m. daily).

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.

**Help us improve future announcements:**

[Click here](#) to answer six survey questions about this announcement.