HEALTH SYSTEMS DIVISION

Kate Brown, Governor

500 Summer St NE E44
Salem, OR, 97301
Voice: 800-336-6016
Fax: 503-945-6873
TTY: 711
www.oregon.gov/OHA/HSD

Date: March 20, 2020

To: Oregon Health Plan providers

From: Tressa Perlichek, manager
Medicaid Provider and Member Services, Health Systems Division

Subject: Avoid processing delays by submitting claims and prior authorization requests electronically

Like other state offices, the Oregon Health Authority (OHA) has reduced the number of staff who work onsite to help limit the spread of COVID-19 (novel coronavirus). As a result of the reduced number of staff onsite, you may experience:

- Delays in processing of paper claims, provider enrollment requests, prior authorization requests and claim documentation faxed to OHA under the EDMS Coversheet; and
- Longer than normal wait times when calling or emailing Provider Services.

To help reduce delays during this time, we ask that all providers submit claims and prior authorization requests electronically when possible and review existing online resources prior to calling Provider Services.

Doing business electronically with OHA

If you submit more than 40 claims per week, electronic data interchange may be right for you. Your office management software may already be set up for it. To learn more, visit the Electronic Business Practices page.

Most enrolled Oregon Medicaid providers can use the Provider Web Portal at https://www.or-medicaid.gov to:

- Submit fee-for-service claims in real-time 24-hours a day, 7 days a week;
- Create copies of previously submitted claims and edit them for faster billing;
- Submit fee-for-service prior authorization requests and supporting documentation;
- Verify OHP eligibility, coordinated care organization enrollment, and Prioritized List coverage; and
- Request direct deposit and submit provider information updates.

All you need is a PIN, an internet connection and current browser. To learn more, visit the Provider Web Portal page.

Provider resources on the OHA website

The OHP for Providers website and Keys to Success provider guide offer a variety of resources to answer most questions about doing business as an Oregon Medicaid provider. You can also search for resources and frequently asked questions by topic or keyword on the Tools for Providers page.

Questions?

- **About fee-for-service provider enrollment, billing, prior authorizations or Prioritized List inquiries:** Call Provider Services at 800-336-6016.
- **About COVID-19 and OHP:** Email COVID.19@dhsoha.state.or.us.

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