OREGON
HEALTH
AUTHORITY

How to address claim and prior authorization (PA) issues

For services to clients covered by OHA (fee-for-service):

For claim and PA issues, use the MMIS Provider Portal at
https://www.or-medicaid.gov:

- You can find the claim or PA request's identification number, the date we processed the claim or PA request, check the processing status, and more.

- You can also submit a new claim or PA request if needed to resolve the issue.

- To learn more about how to use the Provider Portal to submit, review or adjust claim and PA information, see the Prior Authorization Handbook, Claim Adjustment Handbook and other resources on our Provider Portal page.

For claim denials, you can read your paper Remittance Advice to find more specific denial reasons.

If you still don't understand the issue, contact Provider Services. They can explain the issue and if possible, how to resolve it.

For services covered by a coordinated care organization (CCO) or managed care plan:

If possible, research the issue, then contact the CCO/plan that covers the service.

When calling Provider Services (800-336-6016):

For claim or PA questions, please have the following information ready when you call. You can find this information on the claim or PA request you submitted to OHA:

- Your National Provider Identifier, or your 6- or 9-digit Oregon Medicaid Provider ID;

- The 8-digit, alphanumeric Oregon Medicaid Client ID;

- The date(s) of service;

- The total dollar amount billed (for claims only).

How to submit corrections for claims that are over a year old

Sometimes you may need to submit new claim with corrected information to resolve issues. If you need to do this for a claim that is more than a year old, send:

- A new claim on a commercially available paper form (CMS-1500, UB-04, UCF or ADA claim form);

- Proof of timely filing (showing that you submitted the original claim within a year of the date of service);

- Brief cover sheet stating that the claim is over one year old.

Mail this information to:

Provider Services
500 Summer St NE, E44
Salem, OR 97301-1079

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact OHP Provider Services at 800-336-6016 or dmap.providerservices@odhsoha.oregon.gov. We accept all relay calls.

Oregon Health Plan
Provider Services
500 Summer St NE, E44
Salem, OR 97301
800-336-6016
OHP.Oregon.gov/Providers

OREGON HEALTH AUTHORITY