

## 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 Provider Web 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 Web Portal to submit, review or adjust claim and PA information, see the [Prior Authorization Handbook](#), [Claim Adjustment Handbook](#) and other resources on our [Provider Web 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 claim issues. If you need to do this for a claim that is more than a year old, send the following:

- A new claim on a commercially available paper form (CMS-1500, UB-04, UCF 5.1 or ADA 2012);
- 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