

## Email instructions for special claims and documentation

You can now send special claims and claim documentation to the Oregon Health Authority via secure email to [OHA.FFSOHPClaims@dhsaha.state.or.us](mailto:OHA.FFSOHPClaims@dhsaha.state.or.us).

- All documentation requirements stay the same, this option just allows you to submit a scanned image rather than having to mail or fax a paper copy.
- Please send as described below; otherwise, we will be unable to process them correctly and will have to ask that you rescan and resend them.

### Special claims

Scan items in this order. Please do not include a coversheet or cover letter before the claim image:

Document type	Document order
Appeals (redetermination of non-covered services)	<ul style="list-style-type: none"> <li>• The claim for denied services</li> <li>• Letter stating reasons for the appeal or redetermination</li> <li>• Complete documentation</li> </ul>
Claims that require special handling, including: <ul style="list-style-type: none"> <li>• Administrative errors</li> <li>• Claims over one year old</li> <li>• CWM and pharmacy reconsiderations</li> </ul>	<ul style="list-style-type: none"> <li>• The claim</li> <li>• Letter explaining the problem</li> <li>• Complete documentation</li> <li>• For Medicare/Medicaid claims, the Medicare EOB</li> </ul>
Transplant claims	<ul style="list-style-type: none"> <li>• The claim</li> <li>• Documentation</li> </ul>

### Documentation for existing claims

Document type	Document order
Consent forms: <ul style="list-style-type: none"> <li>• OHP 741 (Hysterectomy)</li> <li>• OHP 742A and 742B (Sterilization)</li> </ul> OHP 405T (Transportation Order) OHP 1036 (Individual Adjustment Request) OHP 3085 (Request for Claim or Service Authorization Review)	<ul style="list-style-type: none"> <li>• Completed <a href="#">EDMS Coversheet</a> with the claim ICN listed in the “Documentation Identification Numbers” section</li> <li>• Documentation</li> </ul>

### How to send secure email to OHA:

Send email as described in [the DHS|OHA secure email instructions](#). If you cannot use this option:

- Please email [OHA.FFSOHPClaims@dhsaha.state.or.us](mailto:OHA.FFSOHPClaims@dhsaha.state.or.us) and ask for a secure email.
- You can then attach your documents to your response to the secure email we send you.

This email address is **only** for the submission of claims and/or documentation.

### Questions about billing, claims or documentation?

Call Provider Services at 1-800-336-6016 or email [DMAP.ProviderServices@dhsaha.state.or.us](mailto:DMAP.ProviderServices@dhsaha.state.or.us).