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DMAP Operations

Authorized Signature

Number: DMAP-IM-07-118

Issue Date: 8/8/2007

Topic: Medical Benefits

Subject: First Health PBX Upgrade

Applies to (check all that apply):

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

Message: On July 31, 2007 DMAP sent a postcard to all providers stating the following:

First Health is implementing a system upgrade that will make the telephone component of the DMAP Automated Information System (AIS) temporarily unavailable from **August 17 at 8:30 p.m. (ET) until August 20 at 6:00 a.m. (ET)**. **Throughout this time, providers will still be able to verify client information through the Web-based version of AIS.** For more information about the Web-based version of AIS, go to: <<http://oregon.fhsc.com/>>

This planned upgrade will be done over a weekend to lessen the impact on providers and DHS staff.