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DMAP Operations

**Authorized Signature**

**Number:** DMAP-IM-07-142

**Issue Date:** 10/3/2007

**Topic:** Medical Benefits

**Subject:** Provider announcement: Delay in processing paper claims

**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:**

DMAP has posted and eSubscribed the following announcement to its [General provider announcements](#) Web page. DMAP also sent eSubscribe notification to subscribers to the [DMAP Provider Guidelines](#) pages for affected provider types.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	DMAP Provider Services		
<b>Phone:</b>	800-336-6016	<b>Fax:</b>	503-945-6873
<b>E-mail:</b>	dmap.providerservices@state.or.us		



## Important information Delays in paper claim processing

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DHS is currently experiencing a 3-week delay in processing UB-04, CMS-1500, ADA, and DMAP 505 paper claims.

### What this means to you

If you have submitted paper claims in any of these formats in the last 4-6 weeks, **do not** send in the claim(s) again. Submitting an exact duplicate of a claim that you have already sent to DHS may cause a further delay in processing the claim.

Please wait to contact DHS about your claims status until **after** we let you know the delay is resolved. We are making every effort to resolve the delay as quickly as possible. Once we resolve the delay, we will let you know.

Thank you for your patience as we work through this issue.

### Questions?

If you have questions about the information in this announcement, contact DMAP Provider Services at 800-336-6016 or e-mail [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us).



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