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DMAP Operations Section

Authorized Signature

Number: DMAP- IM-09-091

Issue Date: 07/15/2009

Topic: Medical Benefits

Subject: DMAP Client Services and Provider Services phone lines are now working on a limited basis

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:

Clients can now get through to the Client Services hotline at 800-273-0557. Providers can get through to the Provider Services hotline at 800-336-6016 and the Provider Enrollment hotline at 800-422-5047.

However, the phone lines are not fully operational. When clients or providers call the hotlines, they will not hear a recorded greeting or an options menu. The phone will simply ring until the next available staff member answers the call.

Voice mail is still not working, so clients and providers will **NOT** be able to leave a message. Please encourage callers to wait until staff answer their call. If they hang up and call back, they will be at the end of the queue.

DMAP will send an e-mail alert to providers encouraging them to use either the Provider Services e-mail address dmap.providerservices@state.or.us or the Provider Access e-mail address team.provider-access@state.or.us for Provider Web Portal questions.

If you have any questions about this information, contact:

Contact(s): DMAP Distribution

E-mail: dmap.distribution@state.or.us