

Arlene Nelson, Interim Manager  
DMAP Operations

**Authorized Signature**

**Number:** DMAP- IM-10-10-121

**Issue Date:** 10/05/2010

**Topic:** Medical Benefits

**Subject:** DMAP provider contract terminations and Provider Web Portal access

**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"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers    |   |

**Message:**

DMAP will mail the following letter to approximately 700 providers whose provider contracts in MMIS incorrectly terminated between 9/29/10 and 10/1/10.

- When a provider's contract is terminated in MMIS, providers cannot log into the Provider Web Portal using the related DHS Provider ID.
- DMAP corrected this error on 10/4/10, so that affected providers can now log into the Provider Web Portal as expected.
- This error also inactivated contracts for contracted managed care plans. DMAP has already informed plans this error and its resolution.

The letter tells affected providers that DMAP corrected this error on 10/4/10. It also tells them to disregard any termination notices they may receive.

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

<b>Contact(s):</b>	Jason Georgedes, DMAP Provider Enrollment Unit Assistant Manager		
<b>Phone:</b>	503-945-6803	<b>Fax:</b>	503-947-1177
<b>E-mail:</b>	jason.d.georgedes@state.or.us		



# Oregon

Theodore R. Kulongoski, Governor

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*Division of Medical Assistance Programs*  
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**Fax (503) 947-5359**  
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October 5, 2010

<Name>  
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<City> <State> <ZIP>



**From:** Arlene Nelson, Interim Manager  
DMAP Operations Section

**Subject:** Your DMAP provider contract and Provider Web Portal access

Your contract under DHS Provider ID <Provider ID> with the Division of Medical Assistance Programs (DMAP) terminated in error. As a result, you may have been unable to use the Provider Web Portal on or after September 29, 2010.

- As of Monday, October 4, DMAP has restored your contract under this ID so that you can once again access the Provider Web Portal using this ID. Your current Provider Web Portal password and PIN are still valid.
- You may receive an automated letter from DMAP stating that your contract under this ID terminated with an effective date of 9/29/10, 9/30/10, or 10/1/10. Please disregard this letter and know that your relationship with DMAP remains the same.

We apologize for any inconvenience this error may have caused. Thank you for your continued support of the Oregon Health Plan and the services you provide to our clients.

## Questions?

If you have questions about this information, please contact one of the following:

- **For questions about Provider Web Portal access:** Call DMAP Provider Services at 800-336-6016 or e-mail [team-provaccess@state.or.us](mailto:team-provaccess@state.or.us).
- **For questions about your provider contract:** Call DMAP Provider Enrollment at 800-422-5047 or e-mail [provider.enrollment@state.or.us](mailto:provider.enrollment@state.or.us).

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