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DMAP Operations Section

**Number:** DMAP-IM-11-089

**Authorized Signature**

**Issue Date:** 09/14/2011

**Topic:** Medical Benefits

**Subject:** Provider announcement: Reminder about mandatory state office closures

**Applies to:**

- |  |   |
|--|---|
| <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 and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers    |   |

**Message:**

DMAP will post the following letter to the [OHP Provider Announcements](#) page and distribute to the eSubscribe lists for OHP Provider Announcements, Pharmacy Program Announcements, and EDI Updates.

- It tells providers that starting this Friday, Sep. 16, DMAP and its call centers will continue to be closed for mandatory state office closures. The letter also lists the resources that will be available during office closures.
- DMAP has updated phone scripts (pages 3 and 4) to help staff prepare providers and clients for the upcoming closure days.

DMAP’s Office Closures Web page at [www.oregon.gov/OHA/healthplan/closures.shtml](http://www.oregon.gov/OHA/healthplan/closures.shtml) also provides information on how the closure may affect providers and clients.

*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>	<a href="mailto:dmap.providerservices@state.or.us">dmap.providerservices@state.or.us</a>		

# All OHP providers

## DMAP will close for 2011-2013 mandatory state office closures

As you know, tough economic times have severely reduced state revenues. Because of this, Oregon will continue to close most state agencies on ten Fridays throughout the current two-year budget period (see box at right).

These closures require DMAP employees to take mandatory unpaid time off, helping save Oregon's taxpayers about \$2 million a day.

On mandatory closure days, the following call centers will be closed:

- OHP Client Services at 800-273-0557
- Provider Services at 800-336-6016
- Provider Enrollment at 800-422-5047
- EDI Support Services at 888-690-9888
- Benefit RN Hotline at 800-393-9855
- DMAP Prior Authorization Line at 800-642-8635

### You can still get help

To conduct your business as usual, use the following resources on the closure dates.

- **Provider Web Portal** at <https://www.or-medicaid.gov> – Verify client eligibility, enrollment and benefit coverage; submit, review and adjust claims; submit prior authorization (PA) requests, and more.
- **Automated Voice Response at 866-692-3864** – Verify client eligibility, enrollment and benefit coverage; perform basic claim, payment and PA status requests.
- **Oregon Pharmacy Call Center at 888-202-2126** – Pharmacy technical assistance and PA requests for fee-for-service prescriptions (including 7/11 carve-out drugs for managed care clients). Their fax number is 888-346-0178.
- **OHP medical, dental and mental health plans** – For OHP plan members and providers.

### Questions?

If you have any questions about this announcement, contact the Provider Services Unit at [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us) or call 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:30 p.m. and Friday 10 a.m. to 4:30 p.m. (phone lines closed 11:25 a.m. to 12:30 p.m. daily).

For more information about available resources, go to [www.oregon.gov/OHA/healthplan](http://www.oregon.gov/OHA/healthplan). Click on "Contact us" to find a link to our Office Closures page

### Help us improve future announcements:

[Click here](#) to answer six survey questions about this provider announcement.

### Mandatory closures

- Sep. 16, 2011
- Nov. 25, 2011
- Mar. 23, 2012
- May 25, 2012
- Aug. 17, 2012
- Oct. 19, 2012
- Nov. 23, 2012
- Jan. 18, 2013
- Apr. 19, 2013
- May 24, 2013

### Other office closures

For other information about state office closures, including state holiday closures, go to the Building Closure Notices page at [http://oregon.gov/sites/DAS/bldg\\_close/index.page](http://oregon.gov/sites/DAS/bldg_close/index.page).



## Provider Call Script - Mandatory State Office Closures

### What are the closure dates?

- Friday, September 16 is the first closure date.
- For a full list of closure dates, go to [www.oregon.gov/OHA/healthplan](http://www.oregon.gov/OHA/healthplan), then click on “Contact Us” to find a link to DMAP’s Office Closures page.
- All the office closures fall on a Friday. Closures will not affect claim processing or payment; however, it may take us a couple of business days to get back to you if you leave us questions by e-mail or phone on the closure days.

### Where can providers get help?

- You can still verify eligibility, enrollment, and benefit coverage for OHP clients using the Provider Web Portal or Automated Voice Response (AVR).
- You can also check claim, payment and PA status using the Provider Web Portal or AVR.
- Services through non-state offices, such the Oregon Pharmacy Call Center and OHP managed care plans, will still be available on the office closure dates.

### Can you log into the Provider Web Portal at <https://www.or-medicaid.gov>?

#### If yes:

Make sure you have roles you need, and contact your office administrator to get your roles updated if needed. Available functions include:

- **Benefits HSC Inquiry:** To review client coverage according to benefit plan or the HSC list.
- **Claim Submit:** To submit a new claim; to adjust, copy, or resubmit a claim.
- **Claim Void:** To void a previously submitted claim.
- **Demographic Maintenance:** To make changes to the provider’s demographics (e.g., office hours or address).
- **Drug Search:** To conduct a drug search and review search results.
- **Eligibility Inquiry:** To check client eligibility.
- **Plan of Care Inquiry:** To conduct a POC search and view search results.
- **Prior Authorization Inquiry:** To check the status of a PA by using the PA number or other search criteria.
- **Prior Auth Submit:** To submit a PA request.

#### If no:

Let me transfer you to DMAP’s Web Portal Access team so that they can set you up.

### Can you log into Automated Voice Response at 866-692-3864?

#### If yes:

- Review the AVR Guide on the OHP Web site to get automated information about claim, PA and payment status over the phone.
- Go to [www.oregon.gov/OHA/healthplan](http://www.oregon.gov/OHA/healthplan) and click on “Tools for Providers,” then “Eligibility Verification.”

**If no:**

Let me transfer you to DMAP's Web Portal Access team so that they can set you up.

## Client Call Script - Mandatory State Office Closures

### What are the closure dates?

- Friday, September 16 is the first closure date.
- For a full list of closure dates, go to [www.oregon.gov/DHS/healthplan](http://www.oregon.gov/DHS/healthplan), then click on the new "Office Closures" quick link.
- All the office closures fall on a Friday. Closures should not affect your ability to receive OHP services through your provider or managed care plan. However, it may take us a couple of business days to get back to you if you leave us questions by e-mail or phone on the closure days.
- Your local DHS office will also be closed on these days.

### Where can clients get help?

- Providers can still verify eligibility, enrollment, and benefit coverage for OHP clients on the Web or over the phone.
- Your OHP managed care plan(s) will still be available on the office closure dates to help you with questions about covered benefits and what providers are available.

### What if a client needs a new Medical ID?

Your health care provider will be able to verify your eligibility and managed care enrollment on the Web or over the phone as long as you provide your client ID number and name as written on your Medical Care ID. If you like, I can look up how your name and number are entered in our system so that you can have that information for future reference.

If you need a replacement ID right now, I can submit the request today; you will get the card in the next 3 to 4 business days by regular mail.