

Dale Elder, Manager
DMAP Operations Section

Number: DMAP-IM-13-006

Authorized Signature

Issue Date: 01/22/2013

Topic: Medical Benefits

Subject: Provider letter: Reduce paper claims by using the Provider Web Portal (mailing for low-volume claim submitters)

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"/> Aging 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 APD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

In an effort to reduce paper claims, DMAP will mail the following letter to specific billers who submitted fewer than 100 claims in a three-month period, where most of those claims were on paper.

The letter will also be posted to the [OHP Provider Announcements](#) Web page.

In the letter we give providers information about the Provider Web Portal and how they can benefit from using it. We also tell them how to get their own account set up and offer help from the Provider Services Unit if they run into problems or have concerns.

If you have any questions about this information, contact:

Contact(s):	Dale Elder, Manager		
Phone:	503-945-6589	Fax:	503-947-1177
E-mail:	Dale.Elder@state.or.us		

January 22, 2013

«AddressBlock»

Billing ID: «Provider_ID»

To: Oregon Health Plan provider

From: Dale Elder, Manager
Operations Section, DMAP

Dear Provider,

In this economy, we are all looking for ways to work smarter with less. The Division of Medical Assistance Programs (DMAP) would like to partner with you to eliminate the use of paper products. We hope you will consider submitting your claims electronically through DMAP's Provider Web Portal.

The Provider Web Portal at <https://www.or-medicaid.gov> is ideal for providers who submit a small number (maybe 50 or less) of claims per month and it supports all claim types:

- Professional
- Institutional
- Dental
- Pharmacy
- Crossover and secondary claims, and
- Claims adjustments and resubmissions

Need training?

Get real-time feedback about missing information or claim errors, so you submit clean claims every time. Look up existing claims to adjust or re-submit. You can even copy a paid claim to use as a template for a new claim!

We are here to help you get set up!

To get started, you need a current Personal Identification Number (PIN) and an Internet connection.

- Need a new PIN? E-mail team.provider-access@state.or.us. Include your Medicaid provider number and National Provider Identifier (NPI), if applicable. Your new PIN will arrive in 3-4 days.
- Need training? Go to www.oregon.gov/oha/healthplan/pages/webportal.aspx#training.
- Find quick guides and more at www.oregon.gov/OHA/healthplan/Pages/webportal.aspx.

Questions or concerns?

If you need further assistance or have concerns about using the Provider Web Portal, please let us know. Contact our Provider Services Unit at dmap.providerservices@state.or.us or call 1-800-336-6016.

Help us improve future announcements:

Answer six survey questions about this provider announcement at <https://survey.emp.state.or.us/cgi-bin/qwebcorporate.dll?idx=J2ESKJ>.