

**Common telephone numbers, email addresses and websites** for providers  
and Oregon Health Plan (OHP) members

**Fax numbers and telephone numbers** for prior authorization requests

**Mailing addresses** for claims, consent forms, and more

# Provider Contacts List

*For Oregon Medicaid fee-for-service providers*



**Oregon**  
**Health**  
**Authority**

Health Systems Division  
Provider Services



Revised June 22, 2018

# Provider resources

Available 24 hours a day, seven days a week.

## Automated Voice Response (AVR)

866-692-3864

OHP member eligibility, third party liability (TPL), benefit plans, managed care enrollment  
OHP copayment responsibility (for services provided before January 1, 2017)  
OHP member's vision service history  
Reimbursement information for specific procedures  
Recent claims and prior authorization (PA) status  
Provider payment information for most recent Remittance Advice (RA)

## Provider Web Portal

<https://www.or-medicaid.gov>

Information on how to use the Web portal is at [www.oregon.gov/OHA/HSD/OHP/pages/webportal.aspx](http://www.oregon.gov/OHA/HSD/OHP/pages/webportal.aspx).

- Verify OHP eligibility and enrollment
- Submit and review/adjust claims
- View your paper remittance advices online
- Request and review prior authorizations (PA)
- Review Plans of Care
- Verify whether a specific procedure is covered according to the Prioritized List of Health Services, or requires PA under the member's benefit plan
- Submit updates to your address, phone number(s) and direct deposit account information (go to Providers->Demographic Maintenance)

# Pharmacy resources

## Oregon Pharmacy Call Center

888-202-2126

Technical assistance for pharmacies (ProDUR and POS)

24 hours/7 days a week

Prior authorizations for FFS prescriptions

## Myers and Stauffer, LC

800-591-1183

Pharmacy pricing questions

[pharmacy@mslc.com](mailto:pharmacy@mslc.com)

AAAC reimbursement review requests

# Provider phone and email contacts

Available Monday through Friday, 8 a.m. to 5 p.m. unless otherwise noted.

<b>Claims Management Group</b>	800-527-5772
Information about transplant claims	
<b>DHS/OHA Publications</b>	503-373-1342
Order OHP provider forms using the MSC 8100 form at <a href="https://apps.state.or.us/Forms/Served/me8100.pdf">https://apps.state.or.us/Forms/Served/me8100.pdf</a> .	<a href="mailto:dhs-oha.distribution@dhsoha.state.or.us">dhs-oha.distribution@dhsoha.state.or.us</a>
<b>Electronic Data Interchange (EDI) Support Services</b>	
Learn about Oregon Medicaid EDI requirements	<a href="mailto:dhs.edisupport@dhsoha.state.or.us">dhs.edisupport@dhsoha.state.or.us</a>
Reset EDI mailbox passwords	
Register and test EDI transactions; submit changes to Trading Partner Agreements	
<b>Fraud and Abuse Hotline</b>	888-FRAUD01
Report suspected client or provider fraud	<a href="http://www.oregon.gov/DHS/ABUSE/Pages/fraud-reporting.aspx">www.oregon.gov/DHS/ABUSE/Pages/fraud-reporting.aspx</a>
<b>Health Insurance Group</b>	503-378-6233
Report third-party liability (TPL) at <a href="http://www.ReportTPL.org">www.ReportTPL.org</a> .	<a href="mailto:tpr.referrals@dhsoha.state.or.us">tpr.referrals@dhsoha.state.or.us</a>
<b>OHP Code Pairing and Prioritized List Hotline</b>	800-336-6016 (option 4) Local – 503-945-5939
Ask about OHP diagnosis/treatment pairs	
<b>Prior Authorization Contacts</b>	See page 5
Request authorization for fee-for-service health care services	
<b>Provider Enrollment</b>	800-336-6016 (option 6)
Enroll as an Oregon Medicaid provider	<a href="mailto:provider.enrollment@dhsoha.state.or.us">provider.enrollment@dhsoha.state.or.us</a>
Change addresses or other enrollment information	
<b>Provider Services</b>	800-336-6016
Ask complex billing questions	<a href="mailto:dmap.providerservices@dhsoha.state.or.us">dmap.providerservices@dhsoha.state.or.us</a>
Submit provider appeals and out-of-state claims	
Web portal and AVR PIN/password resets and questions	<a href="mailto:team.provider-access@dhsoha.state.or.us">team.provider-access@dhsoha.state.or.us</a>
<b>Provider Training</b>	
Train and certify on-site application assisters	<a href="mailto:CP.Business@state.or.us">CP.Business@state.or.us</a>
Find a local application assister	<a href="http://OregonHealthCare.gov">OregonHealthCare.gov</a>

# Telephone help for OHP members

Providers can refer OHP members to these resources. These resources are for members only.

## OHP Customer Service

800-699-9075

Request an OHP application

Ask basic questions about the OHP application process or general eligibility issues

Receive general information about the status of an OHP application

Ask about applying and accessing benefits

Updates changes for an OHP household

Ask for help with issues related to OHP benefits and learn about other resources

## OHP Client Services

800-273-0557

Request an OHP Handbook

Receive general information about OHP medical and dental benefits

Receive coaching on how to resolve problems involving access or quality of care

Report inappropriate denials of covered benefits

Get help with medical bills for OHP services

Request Certificates of Creditable Coverage when leaving OHP and for commercial health insurance

Request changing their assigned pharmacy

Request a change in enrollment from one coordinated care organization (CCO) to another CCO

Submit complaints for resolution

## FFS Nurse Advice and Triage Service

800-562-4620

Advice line for fee-for-service OHP members

## Tribal Care Coordination

844-847-9320

Advice line for all fee-for-service OHP members who are American Indian or Alaska Native

## OHP Coordinated Care Organizations and Managed Care Plans

If the OHP member is in a managed care plan or coordinated care organization and has questions about benefits, bills received, or choosing a provider, the member should call the plan first.

Customer service numbers are listed on the member's ID card from the plan.

You can also find phone numbers for each plan on the OHP Health and Dental Plans page at [www.oregon.gov/OHA/HSD/OHP/pages/plans.aspx](http://www.oregon.gov/OHA/HSD/OHP/pages/plans.aspx).

## TTY service (any number)

711

For more information about Oregon TTY/relay services, go to [www.oregonrelay.com](http://www.oregonrelay.com).

# Prior authorization contacts

Use the appropriate agency to authorize services in each section. Unless a different fax number is specifically listed for the authorizing agency, fax FFS PA requests to:

- 503-378-5814 for routine requests; or
- 503-378-3435 for immediate/urgent requests.

When faxing to these numbers, use the [DHS/OHA Prior Authorization Request Form](#) (one for each PA request).

<b>OHP Provider Clinical Support</b>		800-336-6016 (option 3) 503-945-6821
Dental services	Long-term care acute hospital transfer	Private duty nursing
DME and supplies	Medical electrolysis	Radiology
Hearing aid services	Out-of-hospital births	Speech/hearing/audiology
Home health (nursing only)	Out-of-state services	Surgical procedures
Home enteral/parenteral	Physical/occupational therapy	Transplants
Hospital dentistry		Visual services
<b>Oregon Pharmacy Call Center</b>		888-202-2126 888-346-0178 (fax)
Prescription drugs	Oral nutritional supplements	
<b>Medically Fragile Children's Unit</b>		971-673-3000 971-673-2971 (fax)
Private duty nursing and nursing delegation for Medically Fragile Children. To learn more, visit <a href="http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/ciis.aspx">http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/ciis.aspx</a> .		
<b>Local transportation brokerage</b>	<a href="http://www.oregon.gov/OHA/HSD/OHP/pages/nemt.aspx">www.oregon.gov/OHA/HSD/OHP/pages/nemt.aspx</a>	
Rides and reimbursement for travel to receive OHP-covered health care services		
<b>State Plan Personal Care - Mental Health (PC20)</b>	<a href="mailto:dmap.personalcare20@state.or.us">dmap.personalcare20@state.or.us</a> 503-947-1119 (fax)	
Personal Care service plan authorizations - Submit requests by fax or email using the OHP 531 form at <a href="https://apps.state.or.us/Forms/Served/he0531.doc">https://apps.state.or.us/Forms/Served/he0531.doc</a> .		
<b>Other Behavioral Health Services</b>		800-562-4620 866-350-1311 (fax)
For forms and resources related to all other behavioral health services billed to OHA, go to <a href="http://www.ohpcc.org/providers/prior-authorization/">www.ohpcc.org/providers/prior-authorization/</a> .		

# Provider mailing addresses

<p>ADA 2012 dental claims</p> <p><b>Administrative exam claims:</b> For any claim related to payment for administrative exams requested by DHS/OYA offices.</p> <p>CMS-1500 claims</p> <p>OHP 505 claims</p> <p>NCPDP UCF 5.1 drug claims</p> <p>UB-04 claims</p> <p><b>Refund checks to OHP:</b></p> <ul style="list-style-type: none"> <li>■ Include a letter (ATTN: DHS/OHA Receipting Specialist) explaining the reason for the refund.</li> <li>■ List the Internal Claim Numbers (ICNs) the refund applies to.</li> </ul>	<p>OHP, PO Box 14955 Salem, OR 97309</p>
<p><b>OHP 1036 (Individual Adjustment Request):</b> To correct an overpayment or underpayment for a claim; do not attach refunds.</p>	<p>OHP, PO Box 14952 Salem, OR 97309</p>
<p>Death with Dignity claims</p>	<p>OHP, PO Box 992 Salem, OR 97308-0992</p>
<p>Consent to hysterectomy (OHP 741) Consent to sterilization (OHP 742A and 742B)</p>	<p>OHP Claims Unit 500 Summer St NE, E44 Salem, OR 97301</p>
<p><b>Transplant claims:</b> For any claim related to payment for prior authorized, covered transplant services</p>	<p>Transplant Claims Coordinator 500 Summer St NE, E44 Salem, OR 97301</p>
<p><b>Appeals (redetermination of non-covered services):</b></p> <ul style="list-style-type: none"> <li>■ Send a letter stating reasons for the appeal or redetermination.</li> <li>■ Attach the claim for denied services.</li> <li>■ Include complete documentation.</li> </ul> <p><b>Out-of-state claims:</b> For any claim from a provider located more than 75 miles beyond the Oregon border. If within 75 miles, send to the appropriate address listed above.</p> <p><b>Claims that require special handling,</b> including administrative errors and claims over one year old; CAWEM and pharmacy reconsiderations:</p> <ul style="list-style-type: none"> <li>■ Send a letter explaining the problem.</li> <li>■ Attach claim and include complete documentation.</li> <li>■ For Medicare/Medicaid claims, attach the Medicare EOB.</li> </ul>	<p>OHP Provider Services 500 Summer St NE, E44 Salem, OR 97301</p>