



# Important information from DMAP Provider Services

## Correcting the 800 "busy signal" problem

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DMAP responded to reports from providers who call the DMAP 800-336-6016 number for help and receive a busy signal. We requested our telephone service provider do a 30-day "telephone traffic study" for incoming calls to Provider Services. That study indicated a significant deficiency in the number of channels dedicated to this 800 number. As a result, DMAP requested an upgrade to increase the capacity for calls to reach Provider Services.

### What this means to you

We expect the upgrade to our telephone system to provide better access to our customer services staff by early March 2008. Thank you for your patience as we work with our telephone service provider.

### Questions?

If you have questions about this announcement, contact DMAP Provider Services at 800-336-6016 or e-mail [dmap.providerservices@state.or.us](mailto:dmap.providerservices@state.or.us).



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