



Important information Delays in paper claim processing

DHS is currently experiencing a 3-week delay in processing UB-04, CMS-1500, ADA, and DMAP 505 paper claims.

What this means to you

If you have submitted paper claims in any of these formats in the last 4-6 weeks, **do not** send in the claim(s) again. Submitting an exact duplicate of a claim that you have already sent to DHS may cause a further delay in processing the claim.

Please wait to contact DHS about your claims status until **after** we let you know the delay is resolved. We are making every effort to resolve the delay as quickly as possible. Once we resolve the delay, we will let you know.

Thank you for your patience as we work through this issue.

Questions?

If you have questions about the information in this announcement, contact DMAP Provider Services at 800-336-6016 or e-mail dmap.providerservices@state.or.us.



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