



DMAP Heads-up! June - August 2008

Provider Services Call Center

The DMAP Provider Services Unit Call Center staff are training for the new Medicaid Management Information System (MMIS) so that they are prepared to help you use it upon implementation in September 2008.

Although we staggered the training sessions and will take other steps to minimize the impact on you, during this time of training we may have fewer representatives to answer the telephones. We apologize if you experience a longer wait time when you call our 800 number.

If you are not able to reach someone at the call center by phone, you can e-mail us at dmap.providerservices@state.or.us. Please allow 1-2 business days for follow-up of e-mail inquiries.

Thank you, in advance, for your patience.



DMAP 08-281 0608