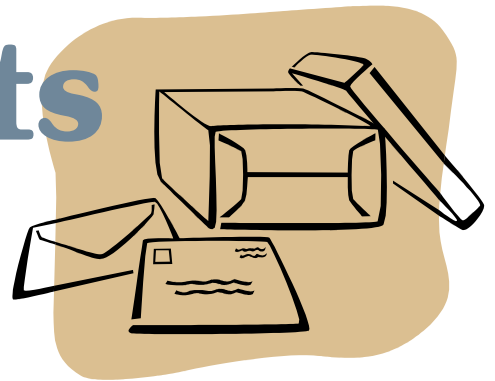


Division of Medical Assistance Programs (DMAP)



Provider Contacts



- ✓ Common telephone numbers
- ✓ Contacts for prior/payment authorization requests
- ✓ Mailing addresses

Telephone numbers to assist providers

Lines are available Monday–Friday, 8 a.m. to 5 p.m. unless otherwise noted.

Automated Information System (AIS)

800-522-2508

- ✓ Client's eligibility, third party resources (TPR), benefit packages, managed care enrollment
- ✓ Client's vision service history
- ✓ Reimbursement information for specific procedures

*Sunday, 12 a.m. to 8 p.m.
Monday, 3 a.m. to 11 p.m.
Tuesday–Saturday, 12 a.m. to 11 p.m.*

AIS Technical Support

800-884-7387

- ✓ For assistance processing claims (*not for prior authorizations*)

24 hours/7 days a week

Benefit RN Hotline

800-393-9855

- ✓ Information about OHP diagnosis/treatment pairs

Local – 503-945-5939

If the client is in a managed care plan and you have a question about whether the treatment is covered, call the client's plan.

Claims Management Group

800-527-5772

- ✓ Information about transplant claims

EDI Support Services

888-690-9888

- ✓ Information about submitting claims via Electronic Data Interchange (EDI)

dhs.edisupport@state.or.us

First Health Managed Access Program (MAP)

800-344-9180

- ✓ Prior authorization for providers calling for prescriptions

24 hours/7 days a week

Provider Enrollment

800-422-5047

- ✓ To change provider addresses or other enrollment information
- ✓ To enroll for Electronic Funds Transfer (EFT)

provider.enrollment@state.or.us

Provider Services

800-336-6016

- ✓ Answers billing questions
- ✓ Processes provider appeals
- ✓ Discusses claim status
- ✓ Reviews out-of-state claims

dmap.providerservices@state.or.us
Monday–Friday, 8:00 a.m. to 4:30 p.m.

Application Center

800-359-9517

- ✓ Clients may call to receive an OHP Application
- ✓ Clients may call to receive a Senior Prescription Drug Assistance Program Application

TTY – 800-621-5260

*Monday–Friday, 8 a.m. to 4:45 p.m.
(closed 11:45 a.m. to 12:30 p.m.)*

Prior authorization contacts for fee-for-service (open card) clients

Use the appropriate agency to authorize services in each section.

Programs	Agency authorizing service	Telephone/fax numbers
DME and Supplies	MFC clients – Medically Fragile Children’s Unit	971-673-2985
Hearing Aid Services		971-673-3000
Home Health (nursing only)		971-673-2971 (fax)
Home Enteral/Parenteral (see below for Oral Nutritional Supplements)	High-cost/high-risk clients – Innovative Care Management 10117 SE Sunnyside Rd, Box F409 Clackamas, OR 97015	800-862-3338
Physical/Occupational Therapy		503-654-9447
Private Duty Nursing	All other clients – DMAP Medical Unit	503-654-8570 (fax)
Speech/Hearing/Audiology		800-642-8635
Visual Services		503-945-6821
		503-378-5814 (fax)
Dental Services	DMAP Dental Coordinator	800-527-5772 503-945-6506
Drugs/Pharmacy	First Health Managed Access Program (MAP)	800-344-9180
Home Enteral/Parenteral (Oral Nutritional Supplements only)		800-250-6950 (fax)
Surgical Procedures	High-cost/high-risk clients – Innovative Care Management	800-862-3338
		503-654-9447 503-654-8570 (fax)
	All other clients – Acumentra Health 2020 SW Fourth St, Ste 520 Portland OR 97201-4960	800-452-1250
		503-279-0159
		800-325-8933 (outside Oregon)
		503-279-0190 (fax)
Transplants	High-cost/high-risk clients – Innovative Care Management	800-862-3338
Out-of-State Services		503-654-9447 503-654-8570 (fax)
	All other clients – DMAP Clinical Unit	800-527-5772
		503-945-6488
		503-373-7689 (fax)
Transportation	Local branch office/brokerage	

DMAP mailing addresses

CMS-1500	All medical provider claims	DMAP, PO Box 14955 Salem, OR 97309
	Speech/language pathology, audiology & hearing services; private duty nursing claims	DMAP, PO Box 14018 Salem, OR 97309
	Contract RN claims	DMAP, PO Box 14957 Salem, OR 97309
DMAP 505	Medicare/Medicaid claims	DMAP, PO Box 14015 Salem, OR 97309
UCF 5.1 (Universal Claim Form)	Drug claims	DMAP, PO Box 14951 Salem, OR 97309
Any form used in conjunction with Death with Dignity	Death with Dignity claims	DMAP, PO Box 992 Salem, OR 97308-0992
ADA 2006	Dental claims	DMAP, PO Box 14953 Salem, OR 97309
UB-04	Hospital, Home Health, Hospice claims	DMAP, PO Box 14956 Salem, OR 97309
TADS	Long-term nursing home care claims	DMAP, PO Box 14954 Salem, OR 97309
OMAP 741 DMAP 742	Consent to hysterectomy Consent to sterilization	DMAP, PO Box 14958 Salem, OR 97309
Transplant claims	For any claim related to payment for prior authorized, covered transplant services	DMAP, PO Box 14016 Salem, OR 97309
Out-of-state claims	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.	DMAP Provider Services ATTN: Out of State Claims 500 Summer St NE, E44 Salem, OR 97301-1079
Administrative exams	For any claim related to payment for exams requested by DHS offices. Send reports to requesting DHS office; mail claims to DMAP.	DMAP, PO Box 14165 Salem, OR 97309
DMAP/DHS forms	To order DMAP or DHS forms	DHS Distribution Center 550 Airport Rd Salem, OR 97310
DMAP 1036 – Individual adjustment request	To use if you have received an overpayment or underpayment for a claim	DMAP, PO Box 14952 Salem, OR 97309
Problem claims including administrative errors and claims over one year old	<ol style="list-style-type: none"> 1. Send copy of claim with letter explaining the problem. 2. Attach paper RAs related to claim. 3. Include complete documentation. 	DMAP Provider Services 500 Summer St NE, E44 Salem, OR 97301-1079
Appeals (reconsideration of non-covered services, CAWEM denials, and other appeals)	<ol style="list-style-type: none"> 1. Send a letter stating reasons for the appeal. 2. Attach the claim for denied services. 3. Include complete medical record documentation. 	DMAP Provider Services 500 Summer St NE, E44 Salem, OR 97301-1079

Sending your claims to the wrong address will delay processing.