



DMAP Worker Guide I

DMAP/Medicaid Overview

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Responsibilities by division/unit

The Division of Medical Assistance Programs

DMAP is a part of the Department of Human Services (DHS), which:

- Determines policy and rules for medical assistance programs including the Oregon Health Plan (OHP).
- Is responsible for Title XIX and Title XXI State Plans.
- Informs clients and providers about policy and rule changes that affect OHP services.
- Pays claims for covered health care services.
- Contracts with managed care organizations (MCOs) for OHP.

Children, Adults and Families (CAF), Seniors and People with Disabilities (SPD) and the Oregon Youth Authority (OYA)

These are the direct links with clients who receive medical assistance. The various agencies determine eligibility rules for their programs. Branch staff will:

- Determine a client's eligibility.
- Ensure clients select medical and dental plans in mandatory enrollment areas.
- Provide choice counseling to clients when needed regarding the selection of MCOs available in their area.
- Enter eligibility data into the computer system.
- Order replacement Medical Care Identifications (IDs) on ELGH, or issue temporary Medical IDs on MID1, when needed.
- In areas without contracted medical transportation brokerages, arrange for and prior authorize clients' transportation, when needed, to access health care services.

DMAP pays for health care and other client service needs. When health services are delivered to clients not enrolled in an MCO, the provider submits either a paper or electronic claim to DMAP. Then DMAP sends claims through the Medicaid Management Information System (MMIS), a computerized claims processing system. We issue provider checks weekly, accompanied by a remittance advice (RA), which includes an explanation of benefits.

Estates Administration

When a Medicaid client dies, the Estates Administration Unit is required by law to recover Medicaid funds spent for a client's care from the "estate" of the client. Money recovered is generally for Medicaid assistance provided after the client reached age 55. However, if the client received General Assistance or was permanently institutionalized at the time of their death, assistance that was provided prior to age 55 may be recovered. The money recovered is put back in the budget to help other, living, low-income assistance recipients.

Where to send claims – 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 1495 Salem, OR 97309
DMAP 505	Medicare/Medicaid crossover 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
DMAP 741 DMAP 742	Consent to hysterectomy Consent to sterilization	DMAP, PO Box 14958 Salem, OR 97309
Out-of-state claims (all claim types)	For providers more than 75 miles beyond the Oregon border. If within 75 miles, use previous instructions for each form type.	DMAP Claims Mgt. ATTN: out-of-state claims 500 Summer St NE E44 Salem, OR 97301
Transplant claims	For any claim related to payment for prior authorized, covered transplant services	DMAP, PO Box 14016 Salem, OR 97309
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	1. Send a copy of the claim with a letter explaining the problem. 2. Attach any 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)	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 claims to the wrong address will delay processing

DMAP Field Resources

Automated Information System – AIS (client eligibility info) — First Health 800-522-2508
First Health technical help desk (*not* for client info) 800-884-3250

Billing Questions (for medical providers only, not clients)

In-state: DMAP Provider Services Unit 800-336-6016 or dmap.providerservices@state.or.us

Out-of-state medical prior authorization – DMAP Clinical Unit 503-945-6488 (Salem)

Out-of-state emergency claims – DMAP Claims Management Unit 503-945-6522 (Salem)

Buy-in (Medicare premiums)

Buy-In Unit – Office of Payment Accuracy and Recovery (OPAR) 503-378-2220 (Salem)

Client complaints

CAF clients – local branch offices Operations Managers

SPD clients – SPD Administration 503-945-5811 (Salem) or 800-282-8096

Medicaid Fraud Hotline 888-372-8301 (888 fraud 01)

Other DHS clients – Governor’s Advocacy Office 800-442-5238 or 503-945-6904 (Salem)

DMAP Client Services Unit (CSU) clients can call for help with problems regarding billing or access, quality and limitations on care 800-273-0557 or TTY 800-621-5260

Eligibility history (to correct information on eligibility files)

CMU – Office of Payment Accuracy and Recovery (OPAR) 503-378-4369 (Salem)

Estates administration (to report the death of a client) 800-826-5675

Use SDS 454D and SDS 647 and fax to 503-378-3137 (Salem)

Forms DHS, OHP (for clients), DMAP (for providers) — order most forms through FBOS;

OHP application *packets* and managed care comparison charts are available at 503-378-2758 or FAX 503-378-2828 or OCEmailroom@insideoregon.com. Available soon on the DHS Forms site: [DMAP 6630](#) (OHP application packet request form).

Health Insurance Group (addition or termination of private health insurance)

HIG unit – Office of Payment Accuracy and Recovery (OPAR) 503-378-2220 (Salem)

Use form DHS 415H and fax to 503-373-0358

Hearings and expedited hearings (medical service issues)

DMAP Hearings Unit 503-945-5785 (Salem)

In-home services payments – local branch offices

Policy – SPD In-Home Services Unit 503-945-5799 or 503-945-5990 (Salem)

Insurance premiums

Employer sponsored HIP 503-945-6106 or 503-947-5129 or 503-945-6072 (Salem) or

[SSP-Policy, Medical](#) in GroupWise

Private health insurance (PHI premium referral) DMAP 503-945-6562 (Salem) or
[SSP-Policy, Medical](#) in GroupWise

OHP Premium Billing Office 888-647-2729 (888-OHP-2PAY), TTY 866-203-8931
Fax 541-523-2145 (Baker City) or support@OHPBilling.com

Interpreter for the deaf (medical appointment/care)

Oregon Disabilities Commission/DHHAP 800-521-9615

Managed care enrollment (questions/problems on plan enrollment)

DMAP – Client Services Unit (CSU) 800-527-5772 or see the Enrollment Team contact list online at http://dhsdesign.hr.state.or.us/MedManual/pdf/CES_List.pdf

Medical Case Management - MCM (for high risk/high utilization OHP clients)

Enrollment/disenrollment issues – DMAP Client Enrollment Services (CES)
800-527-5772 or see the [CES contact list](http://dhsdesign.hr.state.or.us/MedManual/pdf/CES_List.pdf) online at http://dhsdesign.hr.state.or.us/MedManual/pdf/CES_List.pdf

Medical payment recovery

MPR Unit – Office of Payment Accuracy and Recovery (OPAR) 503-947-4250 (Salem)

OHP application requests from the public

OHP Application Center 800-359-9517 or TTY 800-621-5260

OHP benefits RNs

Medical Unit – DMAP 800-393-9855 or 503-945-5772 (Salem)

Out-of-state medical payment issues

Prior authorization – DMAP Clinical Unit 503-945-5802 (Salem)

Emergency Claims – DMAP Claims Management Unit 503-945-6522 (Salem)

Personal injury liens

PIL unit – OPAR 800-377-3841 or 503-378-4514 or Fax 503-378-2577 (Salem)

Pharmacy Management Program (OHP clients "locked in" to one pharmacy)

DMAP – Client Enrollment Services (CES) 800-527-5772 or see the [CES contact list](http://dhsdesign.hr.state.or.us/MedManual/pdf/CES_List.pdf) online at http://dhsdesign.hr.state.or.us/MedManual/pdf/CES_List.pdf

Premiums (see Insurance premiums above)

Transportation policy DMAP Policy and Planning 503-945-6736 or 503-945-5752 (Salem)

Authorization – Contracted medical transportation brokerages or local branch offices in areas without a brokerage (see a list of brokerages by county in DMAP Worker Guide XII)

Transplant Services

DMAP Clinical Unit 503-945-6488 (Salem)

If you cannot find the number you need, call DMAP reception 800-527-5772 or 503-945-5772 (Salem).

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