



Date: October 8, 2014

To: Oregon Health Plan (OHP) providers

From: Dale Elder, Manager
Operations and Provider Services Section, DMAP

Subject: Change in DMAP's provider service hours effective October 20, 2014

Effective Monday, October 20, 2014, the Division of Medical Assistance Programs (DMAP) is expanding the hours for its Provider Services (800-336-6016) and Provider Enrollment (800-422-5047) customer service lines.

- Both lines will be available from 8:00 a.m. to 5:00 p.m., Monday through Friday, and will remain open during lunch hours.
- When customer service staff is unavailable (*e.g.*, due to staff meetings), the greeting on the 800 line will state the time staff will be back on the phones.

Why is this happening?

We hope that by expanding our hours of availability, we are better able to serve you and reduce your wait time on the phone.

What should you do?

If you need help with claims resolution, Provider Web Portal access or enrolling as a fee-for-service OHP provider, we hope you take advantage of our expanded hours. For other issues, please remember to also refer to these resources:

- Our [Provider Contacts List](#) for appropriate contacts by topic
- [Keys to Success](#) for the steps you need to take, and resources to review, to bill DMAP successfully
- DMAP's [rules, policies and guidelines](#)
- [OHP provider announcements](#) (including the monthly *Provider Matters* newsletter) for updates about doing business with DMAP

You can find links to all these resources on the main [OHP Tools for Providers page](#).

If there are other ways we can improve your customer service experience with DMAP, please let us know.

Questions?

If you have any questions about this announcement, contact the Provider Services Unit at dmap.providerservices@state.or.us or call 1-800-336-6016. Until October 20, 2014, their hours are Monday through Thursday, 8:30 a.m. to 4:00 p.m. and Friday 10 a.m. to 4:00 p.m. (phone lines closed 11:30 a.m. to 12:30 p.m. daily).

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.