



HEALTH CARE PROGRAMS
Division of Medical Assistance Programs

John A. Kitzhaber, MD, Governor



Date: September 12, 2014

500 Summer St NE E44
Salem, OR, 97301

To: Oregon Health Plan providers

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

www.oregon.gov/OHA/healthplan

Subject: Changes to paper claim mailing addresses effective October 1, 2014

Effective October 1, 2014, the Division of Medical Assistance Programs (DMAP) will accept mail as follows:

Document type	Address
Death with Dignity claims	PO Box 992 Salem, OR 97309
Hysterectomy and sterilization consent forms Transplant claims Claims that require special handling (e.g., out-of-state claims, claim appeals and reconsiderations)	500 Summer St NE, E44 Salem, OR 97301
All other paper claims: ADA 2012, CMS-1500, UB-04, UCF 5.1 and DMAP 505 claims (including Admin Exam and Community Nursing claims)	PO Box 14955 Salem, OR 97309
Refund checks	
All DMAP 1036 Individual Adjustment Requests (including Nursing Home adjustments)	PO Box 14952 Salem, OR 97309

We have also updated our [Provider Contacts List](#) to reflect these changes.

Why is this happening?

Because of the small number of paper claims submitted to DMAP, and the cost of leasing multiple Post Office (PO) boxes, we decided to close some PO Boxes and have mail redirected as listed above.

What should you do?

On and after October 1, please mail paper claims, refund checks and paper adjustment requests as listed above.

Remember that you can also submit individual claims and adjustments electronically using the Provider Web Portal at <https://www.or-medicaid.gov>. The Provider Web Portal is a free service available 24 hours a day, seven days a week to enrolled providers. To learn more, visit our [Provider Web Portal page](#).

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, 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.

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[Click here](#) to answer six survey questions about this announcement.