



HEALTH CARE PROGRAMS
Division of Medical Assistance Programs

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To: All OHP hospitals

From: Don Ross, Manager
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Subject: New process and form for Inpatient Hospital Requests for OHP Applications, effective 10/1/2013

As you may know, the Oregon Health Plan Customer Service Center (formerly the OHA Statewide Processing Center) now processes all OHP application requests related to inpatient hospitalizations. The Division of Medical Assistance Programs (DMAP) has made some changes to streamline this process:

- We have revised the DMAP 3261 (Inpatient Hospital Hold Request for OHP Application), effective 10/1/2013. It is now a spreadsheet so that you can submit multiple requests on one form.
- We have created a dedicated email address for you to submit completed forms via secure e-mail: application.requests@state.or.us.

What should you do?

Please submit your inpatient hospital hold requests via secure e-mail to application.requests@state.or.us using the new [OHP 3261 spreadsheet](#). Please submit only one spreadsheet per day. We have set up the spreadsheet so that you can submit all requests you receive for the day on a single spreadsheet.

Please remember that this form is to submit application requests for inpatient hospitalizations only. Outpatients may request an OHP application by calling 1-800-699-9075.

Why is this happening?

The OHP Customer Service Center receives approximately 200 hospital hold requests daily. We hope this new process will make it easier for hospitals to submit application requests and help us process them more efficiently.

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).

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