Using the EDMS Coversheet

Please make sure **all** your requests get to Oregon Health Authority (OHA) staff for processing by including the EDMS Coversheet (MSC 3970) as the cover page for the following types of requests.

- We do not see the faxes sent to the following numbers until they are scanned into our system.
- Unfortunately, only requests sent in under the EDMS Coversheet get scanned into the system. Requests missing this coversheet are destroyed and not returned.

Provider enrollment requests

Fax to 503-378-3074 (Salem). Include:

- MSC 3970 with the "Provider Enrollment" box checked. Do not include any provider IDs. Also include the Application Tracking Number (ATN), if applicable.
- Forms and documentation required for the specific provider type (see the Provider Enrollment page.

Prior authorization requests

Fax routine requests to 503-378-5814 (Salem), and urgent/immediate requests to 503-378-3435 (Salem). Include:

- MSC 3970 that lists your NPI and the client's 8-digit ID (as shown on the Oregon Health ID card). Mark the "Prior Authorization" box, and also whether it is Urgent, Routine or Immediate. For existing authorizations, also include the PA number.
- MSC 3971 that lists the information required by the provider guidelines for the requested service(s).
- Other forms or documentation required by the provider guidelines for the requested services.

Claim documentation or correspondence

Fax to 503-378-3074 (Salem). Include:

- MSC 3970 – Include the claim's ICN and provider's NPI.
- Documentation for the claim.

Each request must be under its own EDMS Coversheet.

If you have two prior authorization requests, they must be sent under two different coversheets.

If you are enrolling 5 providers, all 5 requests need their own coversheets.

If you make the effort to complete the required forms and documentation, please make sure to send each request under the EDMS Coversheet so that we can respond to all of them.