

**Health Services  
Office of Medical Assistance Programs**

 Joan M. Kapowich, Manager  
 OMAP Program and Policy Section

Authorized Signature
**Number:** OMAP-IM-04-069

**Issue Date:** 07/07/04

**Topic:** Medical Benefits

**Subject:** AIS User Guide updated July 2004

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, OHMAS and OMAP transmittal lists |

**Message:**

OMAP is mailing all OHP providers a postcard informing them the updated version of the Automated Information System (AIS) User Guide (for phone use). It is available online at [www.dhs.state.or.us/policy/healthplan/guides/ais/aishandbk04.pdf](http://www.dhs.state.or.us/policy/healthplan/guides/ais/aishandbk04.pdf) or by calling OMAP for a hard copy, 1-800-527-5772.

AIS is an electronic eligibility verification system that providers access by phone or Internet.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Rosealee Clemens (AIS questions)		
<b>Phone:</b>	503-945-6526	<b>Fax:</b>	503-373-7689
<b>E-mail:</b>	rosealee.clemens@state.or.us		

The Automated Information System (AIS) User Guide  
(for phone access) has been updated July 2004.

It is available on the DHS Web site at  
[www.dhs.state.or.us/policy/healthplan/guides/ais/aishandbk04.pdf](http://www.dhs.state.or.us/policy/healthplan/guides/ais/aishandbk04.pdf)  
or you may request a hard copy from  
OMAP at 1-800-527-5772.

CORRECTION to a recent rule change mailing: the correct Web  
address for viewing all current OMAP rules is  
[www.dhs.state.or.us/policy/healthplan/guides](http://www.dhs.state.or.us/policy/healthplan/guides)