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DMAP Operations

Authorized Signature

Number: DMAP-08-071

Issue Date: 06/13/2008

Topic: Medical Benefits

Subject: Provider announcement: Provider Services Unit (PSU) call center staff shortage

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, AMH and DMAP transmittal lists |

Message:

DMAP will include the following announcement in remittance advices mailed to all providers and pharmacies the weeks of 6/16 and 6/23. The announcement indicates that the DMAP Provider Services Unit call center will experience a decrease in availability of call center representatives this summer due to their need to attend training for Medicaid Management Information System (MMIS) implementation.

If providers have any questions about this information, contact:

Contact(s):	Terry Layman		
Phone:	503-945-6501		
E-mail:	terry.layman@state.or.us		



DMAP Heads-up! June - August 2008

Provider Services Call Center

The DMAP Provider Services Unit Call Center staff are training for the new Medicaid Management Information System (MMIS) so that they are prepared to help you use it upon implementation in September 2008.

Although we staggered the training sessions and will take other steps to minimize the impact on you, during this time of training we may have fewer representatives to answer the telephones. We apologize if you experience a longer wait time when you call our 800 number.

If you are not able to reach someone at the call center by phone, you can e-mail us at dmap.providerservices@state.or.us. Please allow 1-2 business days for follow-up of e-mail inquiries.

Thank you, in advance, for your patience.



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