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## CAREOREGON MENTAL HEALTH TRANSITION FREQUENTLY ASKED QUESTIONS (FAQ'S)

August 25, 2011

**Q1. How do I know who to bill?**

**A1.** This is determined by claim date of service. Services with a begin date of service of September 1<sup>st</sup>, 2011 are the responsibility of CareOregon. Services prior to September 1<sup>st</sup> are handled through OptumHealth.

**Q2. Do I need an authorization?**

**A2.** Prior Authorization is not required for outpatient services for Medicare covered services. Notification is required for inpatient hospitalization by census or facesheet. Fax notifications to (503) 416-4723. **Please Note:** Facility claims submission rules are determined by admission date. Admits and services prior to 9/1/2011 are billed to OptumHealth and subject to OptumHealth processing guidelines.

**Q3. How do I obtain benefit, eligibility and claim status/questions?**

**A3.** Contact OptumHealth for services rendered prior to September 1, 2011 at 1-800-577-7244

Services with a date of service of September 1, 2011 and forward can be verified with CareOregon through several options:

- Call CareOregon Customer Service at 503-416-4100 or 800-244-4840
- *CareOregon Connect* our provider portal allows you to view authorization status, confirm eligibility, remittance advice, provides coding help, claim status and detail
- Claim questions can be addressed to Customer Service or emailed to [claimshelp@careoregon.org](mailto:claimshelp@careoregon.org)
- Claim Appeals can be faxed to 503-416-8112

**Q4. How do I submit a claim to CareOregon?**

**A4.** Claims can be submitted electronically or paper claims can be mailed to CareOregon

- Claims Address: P.O. Box 40328 / Portland, OR 97240-9934
- Electronic (EDI) Payer ID # 93975. You can contact Emdeon directly if you have further questions regarding billing electronically at 1-877-363-3666
- Corrected claims can be faxed to 503-416-8115 (**Please Note:** the claim must clearly be noted as a "corrected" claim and/or use the bill type to reflect corrected claim)