

Providers may address questions or seek assistance regarding the following Multnomah Other related topics with the contacts specified (* indicates new contact):

BILLING/CIM	
CIM Authorizations – services that DO NOT require prior authorization/utilization review (i.e. auto-approve)	Billing Support billing.multiother@multco.us
CIM Authorizations – services that DO require prior authorization/utilization review	Utilization Review ur.multiother@multco.us
General Claim Processing – issues or questions not related to a specific claim	PH Tech provider services 503-584-2151
Specific Claim Questions (e.g. regarding a denied claim, etc.)	Billing Support billing.multiother@multco.us
Payment Issues (invoicing, monthly allotment, etc.)	Assigned Program Staff: tiffany.v.kingery@multco.us lindsay.stover@multco.us
Provider Roster/Set-Up/Credentialing (NPI number, etc.)	providercontracting@phtech.com
Electronic claims submission set-up or issues	Electronic Data Interchange team edi.support@PHTech.com
Changes to authorization rules or fee schedule, covered services, authorization processes, etc.	anthony.jordan@multco.us
Timely filing waivers or timely entry exceptions	Billing Support billing.multiother@multco.us
ELIGIBILITY	
Check on the status of a member’s new client request form or enrollment into CIM	Billing Support billing.multiother@multco.us
Change the member’s eligibility effective date or any other demographic data (e.g. name, DOB, address etc.)	Billing Support billing.multiother@multco.us
Determine whether a member meets eligibility criteria or to request an exception for an extenuating circumstance	Assigned Program Staff: tiffany.v.kingery@multco.us lindsay.stover@multco.us
Member grievances unable to be resolved at the provider level	Mult Co Grievance and Complaints Line: 503-988-8600
PROVIDER RELATIONS	
Request to be added/removed from the Multnomah County AD Providers email group:	elizabeth.rees@multco.us
Regarding the monthly AD provider clinical focused meeting (questions, agenda items, etc.)	elizabeth.rees@multco.us
Regarding the monthly AD provider billing focused meeting (questions, agenda items, etc.)	lindsay.stover@multco.us *
Provider Relation Complaints (complaints regarding plan staff, Multnomah Other processes, etc.)	anthony.jordan@multco.us or 503 988-8469
Contract changes (requesting contract adjustments, funding allocation changes, etc.)	Assigned Program Staff: tiffany.v.kingery@multco.us lindsay.stover@multco.us

Questions? For any questions regarding other topics or who to contact, reach out to elizabeth.rees@multco.us