



Multnomah Other Contact Sheet

Providers may address questions or seek assistance regarding the following Multnomah Other related topics with the contacts specified:

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: alexander.leeding@multco.us clair.raujol@multco.us dzenana.durajlic.elezovic@multco.us natalie.amar@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: alexander.leeding@multco.us clair.raujol@multco.us dzenana.durajlic.elezovic@multco.us natalie.amar@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.)	
Regarding the monthly AD provider billing focused meeting (questions, agenda items, etc.)	

Provider Relation Complaints (complaints regarding plan staff, Multnomah Other processes, etc.)	anthony.jordan@multco.us
Contract changes (requesting contract adjustments, funding allocation changes, etc.)	Assigned Program Staff: alexander.leeding@multco.us clair.raujol@multco.us dzenana.durajlic.elezovic@multco.us natalie.amar@multco.us
Reports submission	adreporting@multco.us and cc Assigned Program Staff
Invoice submission	ad.invoice@multco.us and cc bhap@multco.us

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