



Multnomah Other Billing Support Transition

Effective 1/1/20 Multnomah Other will be changing their Billing Support team. All documents and forms on the provider website have been or will shortly be updated to reflect new contact information.

New Billing Support Email

Multnomah Other has a new Billing Support email address: billing.multother@multco.us

This email address is currently active and checked on a regular basis. **We recommend that providers start sending all requests to billing.multother@multco.us immediately.**

Any emails that would have previously been sent to Billing Support should be sent to the new email address: billing.multother@multco.us

Former Billing Support Email

The current Billing Support email, billingsupport@multco.us, will be discontinued for Multnomah Other on 12/13/19. No staff will be available to process requests sent after 12/13/19. **The billingsupport@multco.us email will NOT be monitored by Multnomah Other staff after 12/13/2019.**

Any emails for Multnomah Other sent to this email address on or after 12/14/19 will not receive a response.

The current Billing Support team will process requests sent to billingsupport@multco.us prior to 12/13/19. Please note that this team is currently processing and transitioning billing support for multiple carriers, thus Multnomah Other recommends providers start using billing.multother@multco.us as soon as possible.

Please remove billingsupport@multco.us from your email address books.

New Utilization Review Email

In addition, there is a new email for utilization review (UR). Any authorizations requiring UR or questions relating to UR should be directed to ur.multother@multco.us. Please start using this email address effective **immediately**.

UR_SUD@multco.us will not be monitored after mid-December. Any requests or inquiries sent will be unopened.

Questions? Technical Assistance?

Contact us at billing.multother@multco.us