



Multnomah Other Contact Sheet

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

BILING/CIM	
CIM Authorizations – services that DO NOT require prior authorization/utilization review (i.e. auto-approve)	Billing Support billing.multother@multco.us
CIM Authorizations – services that DO require prior authorization/utilization review	Utilization Review billing.multother@multco.us dzenana.durajlic.elezovic@multco.us
General Claim Processing – issues or questions not related to a specific claim	Ayin Provider Services 503-584-2151
Specific Claim Questions (e.g. regarding a denied claim, etc.)	Billing Support billing.multother@multco.us
Payment Issues (invoicing, budget invoices, etc.)	Assigned Program Staff: alexander.leeding@multco.us angela.christenson@multco.us emma.galligan@multco.us natalya.manning@multco.us Supervisors: dzenana.durajlic.elezovic@multco.us
Provider Roster/Set-Up/Credentialing (NPI number, etc.)	providercontracting@ayin.com
Electronic claims submission set-up or issues	edi.support@ayin.com
Changes to authorization rules or fee schedule, covered services, authorization processes, etc.	anthony.jordan@multco.us dzenana.durajlic.elezovic@multco.us
Timely filing waivers or timely entry exceptions	Billing Support billing.multother@multco.us
ELIGIBILITY	
Check on the status of a member’s new client request form or enrollment into CIM	Billing Support billing.multother@multco.us
Change the member’s eligibility effective date or any other demographic data (e.g. name, DOB, address etc.)	Billing Support billing.multother@multco.us
Determine whether a member meets eligibility criteria or to request an exception for an extenuating circumstance	billing.multother@multco.us dzenana.durajlic.elezovic@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:	ellie.rasmussen@multco.us
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 Supervisors: dzenana.durajlic.elezovic@multco.us Assigned Program Staff alexander.leeding@multco.us angela.christenson@multco.us emma.galligan@multco.us natalya.manning@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 ellie.rasmussen@multco.us