



Multnomah Other Retroactive OHP Coverage

Providers should work with eligible Multnomah Other members to apply for Oregon Health Plan (OHP)/Medicaid coverage. Sometimes OHP will begin coverage retroactive to the application or another date. In these cases, any services that the member received on and after the OHP effective date should be billed to OHP.

If claims have already been submitted and approved by Multnomah Other, please contact claims processing at mult_oth.claims@phtech.com to have the claims reprocessed for refund due to the eligibility update. The claims can then be submitted to OHP.

Multnomah Other claims should be refunded based on their OHP eligibility for the service date, not the date when the member was notified of their coverage. If OHP retroactively extends coverage by more than their timely entry/filing guidelines, please work with the OHP carrier to file a waiver. Services provided when a member has retroactive OHP eligibility are not covered by Multnomah Other.

The member may still be eligible for recovery support services with Multnomah Other but all treatment services should be paid for by the member's primary insurance. If a member is receiving support services, a Multnomah Other outpatient authorization should be in place. If the member will not be receiving support services, providers may consider ending any Multnomah Other authorizations in order to avoid inadvertently billing the wrong carrier.

If the member will no longer be receiving Multnomah Other services, providers could also consider requesting that the member's eligibility be terminated in order to avoid billing the wrong plan.

Multnomah Other may refund approved claims and take back funds at any point if the member had OHP coverage during the date of service.

Questions? Technical Assistance?

Contact us at billing.multother@multco.us