

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

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

**Questions?** For any questions regarding other topics or who to contact, reach out to [elizabeth.rees@multco.us](mailto:elizabeth.rees@multco.us)