Health Share
Provider Portal FAQs

health share
Health Share of Oregon

Health Share providers can check members' OHP eligibility and health plan assignments online – without picking up the phone or going to MMIS. Clinical Integration Manager (CIM) is available for all Health Share providers, regardless of which health plans contract with you.

Below you will find the answers for many frequently asked questions. If you see something that is not addressed in this document, please contact PH Tech's Provider Relations department at 503-584-2169, selecting Option 2.

How do I access Health Share's Provider Portal (Clinical Integration Manager (CIM))?
Provider offices that see Health Share CCO members will be granted access to PH Tech's secure web tool, CIM.
- Each user of CIM in your office will require a unique username and password.
- The web address of the provider portal is http://healthshareoregon.org/for-providers/member-eligibility.html.
- To register as a new user, you can call CIM support at 503-584-2169, selecting Option 2 for CIM New User Registration or Password Changes. Once you are registered and activated by PH Tech Provider Relations, each user in a provider office may then directly register other users within the office.
- All offices have access to online training material and a webinar on the PH Tech site. Offices also have access to the CIM Provider Tools document which covers the basics of CIM. For more information on training, please contact PH Tech's Provider Relations department at 503-584-2169 or email support@phtech.com.

How will I check for current member eligibility on the provider portal?
For Health Share members—most OHP members residing in Washington, Multnomah and Clackamas counties—you can look up OHP eligibility and the Health Share member's health plan assignments by utilizing Health Share's provider portal (CIM).

What if my provider office already has access to CIM for Health Share mental health benefits?
Some behavioral health providers may already have access through PH Tech's CIM web application for the administration of behavioral health benefits (https://mho.phtech.com). Provider office staff will continue to use this instance of CIM for behavioral health benefit administration (claims/authorizations).

User profiles from the behavioral health benefit administration application will be rolled over to the Health Share provider portal (https://cim6.phtech.com) with the same usernames and passwords as on PH Tech's CIM web application for the administration of behavioral health benefits.

What other tools will be available for checking OHP eligibility and Health Share members' health plan assignments?

- Providers may initiate a real-time ANSI X12 270 eligibility request to query coverage information from Health Share on patients for whom services are scheduled or have already been delivered. In real time mode, a provider transmits a 270 request and remains connected while the receiver processes the transaction and returns a 271 response.

- The information included in the 271 response is not intended to provide a complete representation of all benefits, but rather to address the status of eligibility and Health Share member's health plan assignment.

- The data included in the 271 response and displayed on the web portal is to be considered true and accurate at the particular time of the transaction. Further questions regarding eligibility data for Health Share members should be directed to Health Share customer service by calling: 503-416-8090 or toll free at 1-888-519-3845.

- If a provider office has the capability for this process, PH Tech will take their request and add them to a work queue on a first come, first serve basis.

- For information on how to establish the 270/271 real time eligibility process, please contact PH TECH EDI Support via email to EDI.Support@PHTECH.COM or by calling 503.584.2169 Opt. 1 and the EDI Team.