



Please note that all Protected Health Information (PHI) must be sent securely via secure email or fax to the contacts listed here.

If you do not have access to a secure email, you must fax the information using a HIPAA-compliant cover sheet.

Regional Contacts

Provider Contracts and Credentialing Inquiries

providers@healthshareoregon.org

PH Tech Contacts

Provider Medicaid Enrollment Status

Phone: 503-584-2169, option 2

Claim/Payment Status Inquiries

Provider Services Phone: 503-584-2169

Provider Instruction Manuals

Web-based Authorization and Claims system manual: <https://phtech.zendesk.com/home>

Phone: 1-800-478-2818

Electronic Claims Submission (EDI) Questions/Issues

Email: editeam@phtech.com | Phone: 503-584-2169, option 1

Behavioral Health Plan Contacts

Appeals

Clackamas County	Secure Email: BH-QualityManagement@clackamas.us Phone: 503-742-5335 Fax: 503-742-5304 2051 Kaen Road, Ste 154; Oregon City, OR 97045
Multnomah County	Appeals and Complaints Coordinator Secure Email: appeals@multco.us Phone: 503-988-8600 Fax: 503-988-4015 209 SW 4 th Ave; Portland, OR 97204
Washington County	Washington County Behavioral Health Quality and Compliance Secure email: bhquality@co.washington.or.us Phone: 503-846-4515 5240 NE Elam Young Pkwy Ste 150, MS 70; Hillsboro, OR 97124

Authorizations

(MH and SUD services requiring Prior-Authorization and Treatment Authorization Request Form)

Clackamas County	<p><u>Adult Outpatient & Exceptional Needs Services</u> Phone: 503-742-5348</p> <p><u>Child/Youth Outpatient & Exceptional Needs Services</u> Phone: 503-742-5937</p> <p><u>SUD Outpatient & Exceptional Needs Services</u> Phone: 503-742-5968</p>
Multnomah County	<p><u>All Adult and Child Inpatient/Subacute/Respite/Exceptional Needs Services</u> https://multco.us/mhas/mental-health-Provider-documents-resources Submit completed PTAR form to: Email: urteam@multco.us or Fax: 503-988-3137</p> <p><u>Children’s Mental Health Services</u> <u>Respite/Home Based/Psychiatric Day Treatment/Psychiatric Residential</u> Referral line: 503-988-4161 Fax: 503-988-3328 youthcare.coordinationteam@multco.us Website: https://multco.us/mhas/intensive-care-coordination-wraparound-referral-forms-resources</p> <p><u>SUD</u> billingsupport@multco.us Residential and Withdrawal Management questions: Call Trina Connolly-Fairchild at 503-201-5037 Outpatient questions: Call Kristine Britton Dills at 503-988-8205</p>
Washington County	<p><u>All Mental Health Services</u> Phone: 503-291-1155</p> <p><u>SUD</u> Phone: 503-846-3280</p>

Choice Model

Clackamas County	Phone: 503-742-5960
Multnomah County	General inquiries: amhi@multco.us
Washington County	Phone: 503-846-4593

Crisis Lines

Clackamas County	Phone: 503-655-8585 TTY Phone: 1-800-735-2900
Multnomah County	Phone: 503-988-4888 or 1-800-716-9769 TTY Phone: 503-988-5866
Washington County	Phone: 503-291-9111 or 1-800-995-0017 TTY Phone: 1-800-735-2900

Billing Support and Claims Questions/Issues

Clackamas County	Email: clackamasbillingsupport@multco.us Phone: 503-742-5365
Multnomah County	Email: billingsupport@multco.us
Washington County	Email: billingsupport@co.washington.or.us Phone: 503-291-1155

Child Fatality Review

Report any unexpected death of a child Member who had received services for mental illness to your county's multidisciplinary Child Fatality Review Team.

Clackamas County	CCMDT Coordinator Email: JPRC5@comcast.net Phone: 503-936-6267
Multnomah County	Nicole Hagen Email: Nicole.hagen@mcdca.us Phone: 503-988-6091
Washington County	Kathleen McDonough Kathleen Murray@co.washington.or.us Phone: 503-846-3862

Complaints and Grievances

Clackamas County	Secure Email: BH-QualityManagement@clackamas.us Phone: 503-742-5335 Fax: 503-742-5304 2051 Kaen Road, Ste 154; Oregon City, OR 97045
Multnomah County	Client Relations Specialist: Phone: 503-988-8600 Fax: 503-988-4015 209 SW 4 th Ave; Portland, OR 97204
Washington County	Secure email: bhquality@co.washington.or.us Phone: 503-846-4515 5240 NE Elam Young Pkwy Ste 150, MS 70; Hillsboro, OR 97124

Critical Incidents

Clackamas County	Phone: 503-742-5335 Fax: 503-742-5304 2051 Kaen Road, Ste 154; Oregon City, OR 97045
Multnomah County	Quality Improvement Coordinator Charmaine.kinney@multco.us Phone: 503-849-7964
Washington County	Secure email: mhprotectivesvcs@co.washington.or.us Phone: 503-846-4515 5240 NE Elam Young Pkwy Ste 150, MS 70. Hillsboro, OR 97124

Fraud and Abuse Reporting

Clackamas County	Secure email: BH-QualityManagement@clackamas.us
Multnomah County	Compliance Coordinator: Ashlynn.martin@multco.us Phone: 503-988-6659
Washington County	Secure email: bhquality@co.washington.or.us Phone: 503-846-4515 5240 NE Elam Young Pkwy Ste 150, MS 70; Hillsboro, OR 97124

Member Services	
Clackamas County	Phone: 503-742-5335
Multnomah County	Phone: 503-988-5887 24/7 Availability
Washington County	Phone: 503-291-1155
Quality Assurance/HIPAA Confidentiality	
<i>Privacy and Security incidents involving Member Information must be immediately reported</i>	
Clackamas County	Quality Management Supervisor Secure email: BH-QualityManagement@clackamas.us
Multnomah County	Quality Management Supervisor Secure Email: lynn.smith-stott@multco.us Phone: 503-988-2554 Quality Manager Secure Email: lynn.smith-stott@multco.us Phone: 503-988-2554
Washington County	Quality Assurance Program Coordinator Phone: 503-846-4538
Utilization Review	
Clackamas County	Adult Phone: 503-742-5348 Child Phone: 503-742-5937 SUD Phone: 503-742-5968 UR Supervisor Phone: 503-742-5341
Multnomah County	Mental Health Adult urteam@multco.us Child Inpatient, Subacute, Respite and Exceptional Needs urteam@multco.us Child Respite, HBS, Crisis Stabilization, Day Treatment, and Psychiatric Residential Phone: 503-988-4161 Email: Youthcare.coordinationteam@multco.us SUD Residential and Withdrawal Management UR: adreporting@multco.us
Washington County	Adult and Child Outpatient Phone: 503-846-4593 Inpatient/Respite/Exceptional Needs Phone: 503-846-3168 SUD Phone: 503-846-4432

Abuse Reporting Contacts

Adult Protective Services

Report suspected abuse, neglect or financial exploitation of an adult with mental illness to your county mental health program.

Clackamas County	Secure Email: MHAAbuseReport@clackamas.us Phone: 503-650-3000
Multnomah County	Secure Email: aps-screening@multco.us Phone: 503-988-8170
Washington County	Secure Email: hsmhprotectivesvcs@co.washington.or.us Phone: 503-846-4515 Fax: 503-846-4521
Abuse Reporting	
Phone: 1-855-503-SAFE (7233)	
<i>This toll-free number allows you to report abuse or neglect of any child or elderly person, or persons with developmental disabilities to the Oregon Department of Human Services.</i>	

Please note that all Protected Health Information (PHI) must be sent securely via secure email or fax to the contacts listed here.

If you do not have access to a secure email, you must fax the information using a HIPAA-compliant cover sheet.