



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](mailto:editeam@phtech.com) | Phone: 503-584-2169, option 1

**Behavioral Health Plan Contacts**

**Appeals**

<b>Clackamas County</b>	Secure Email: <a href="mailto:BH-QualityManagement@clackamas.us">BH-QualityManagement@clackamas.us</a> Phone: 503-742-5335   Fax: 503-742-5304 2051 Kaen Road, Ste 154; Oregon City, OR 97045
<b>Multnomah County</b>	Appeals and Complaints Coordinator Secure Email: <a href="mailto:appeals@multco.us">appeals@multco.us</a> Phone: 503-988-8600   Fax: 503-988-4015 209 SW 4 <sup>th</sup> Ave; Portland, OR 97204
<b>Washington County</b>	Washington County Behavioral Health Quality and Compliance Secure email: <a href="mailto:bhquality@co.washington.or.us">bhquality@co.washington.or.us</a> 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)*

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

## Choice Model

<b>Clackamas County</b>	Phone: 503-742-5960
<b>Multnomah County</b>	General inquiries: <a href="mailto:amhi@multco.us">amhi@multco.us</a>
<b>Washington County</b>	Phone: 503-846-4593

## Crisis Lines

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

### Billing Support and Claims Questions/Issues

<b>Clackamas County</b>	Email: <a href="mailto:clackamasbillingsupport@clackamas.us">clackamasbillingsupport@clackamas.us</a> Phone: 503-742-5365
<b>Multnomah County</b>	Email: <a href="mailto:billingsupport@multco.us">billingsupport@multco.us</a>
<b>Washington County</b>	Email: <a href="mailto:billingsupport@co.washington.or.us">billingsupport@co.washington.or.us</a> 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.*

<b>Clackamas County</b>	CCMDT Coordinator Email: <a href="mailto:JPRC5@comcast.net">JPRC5@comcast.net</a>   Phone: 503-936-6267
<b>Multnomah County</b>	Nicole Hagen Email: <a href="mailto:Nicole.hagen@mcdca.us">Nicole.hagen@mcdca.us</a>   Phone: 503-988-6091
<b>Washington County</b>	Kathleen McDonough <a href="mailto:Kathleen.Murray@co.washington.or.us">Kathleen Murray@co.washington.or.us</a>   Phone: 503-846-3862

### Complaints and Grievances

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

### Critical Incidents

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

### Fraud and Abuse Reporting

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

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

<b>Clackamas County</b>	Secure Email: <a href="mailto:MHAAbuseReport@clackamas.us">MHAAbuseReport@clackamas.us</a>   Phone: 503-650-3000
<b>Multnomah County</b>	Secure Email: <a href="mailto:aps-screening@multco.us">aps-screening@multco.us</a>   Phone: 503-988-8170
<b>Washington County</b>	Secure Email: <a href="mailto:hsmhprotectivesvcs@co.washington.or.us">hsmhprotectivesvcs@co.washington.or.us</a> Phone: 503-846-4515   Fax: 503-846-4521
<b>Abuse Reporting</b>	
<b>Phone: 1-855-503-SAFE (7233)</b>	
<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.