



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

Regional Behavioral Health Outcomes Coordinator

Stacy Bancroft: stacy.bancroft@multco.us

PHTech / CIM Contacts

Provider Medicaid Enrollment Status

Phone: 503-315-4130

Claim/Payment Status Inquiries

Provider Services Phone: 503-584-2151

CIM Support

Phone: 503-584-2169, option 2

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: edi.support@phtech.com

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: MHAbuseReport@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

DHS Abuse Reporting

Phone: 1-855-503-SAFE (7233)

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.

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	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"><u>All Mental Health Services</u></td> <td style="width: 50%;"><u>SUD</u></td> </tr> <tr> <td>Phone: 503-291-1155</td> <td>Phone: 503-846-3280</td> </tr> </table>	<u>All Mental Health Services</u>	<u>SUD</u>	Phone: 503-291-1155	Phone: 503-846-3280
<u>All Mental Health Services</u>	<u>SUD</u>				
Phone: 503-291-1155	Phone: 503-846-3280				

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

Continued on next page

Critical Incidents	
Clackamas County	Secure Email: BH-ProgramSupportRequests@co.clackamas.or.us Phone: 503-742-5335 Fax: 503-742-5304 2051 Kaen Road, Ste 154; Oregon City, OR 97045
Multnomah County	Secure Email: gmincidentreporting@multco.us Phone: 503-988-8600 Fax: 503-988-4015 209 SW 4th Ave.; Portland, OR 97204 <i>Providers shall use Appendix I: Multnomah County Quality Management Critical Incident Report when submitted critical incidents for Multnomah County Members.</i>
Washington County	Secure Email: hsmhprotectivesvcs@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
Washington County	Quality Assurance Program Coordinator: Phone: 503-846-4538

Continued on next page

Utilization Review		
Clackamas County	<u>Mental Health Adult</u> Phone: 503-742-5348	<u>SUD</u> Phone: 503-742-5968
	<u>Mental Health Child</u> Phone: 503-742-5937	<u>UR Supervisor</u> Phone: 503-742-5341
Multnomah County	<u>Mental Health Adult</u> urteam@multco.us <u>Child Inpatient, Subacute, Respite and Exceptional Needs</u> urteam@multco.us <u>Child Respite, HBS, Crisis Stabilization, Day Treatment, and Psychiatric Residential</u> Phone: 503-988-4161 Email: Youthcare.coordinationteam@multco.us <u>SUD</u> Residential and Withdrawal Management UR: adreporting@multco.us	
Washington County	<u>Adult and Child Outpatient</u> Phone: 503-846-4593	<u>SUD</u> Phone: 503-846-4432
	<u>Inpatient/Respite/Exceptional Needs</u> Phone: 503-846-3168	

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.