

ANY
QUESTIONS
?

Dates of Service BEFORE October 1st, 2023

ZenDesk

Available at help.phtech.com

- Online ticket portal for PH Tech/CIM
- Request large claim adjustments & reviews, user support, and more!

PH Tech Provider Customer Service

503.584.2151 or email in CIM

- Questions that cannot be answered by the online provider portal (CIM), especially relating to claims processing
- EDI questions can be directed to edi.support@phtech.com

CareOregon Provider Customer Service & Provider Relations

- Continue to work with PCS & PRS as needed, as you would today, especially relating to authorizations & escalations

Dates of Service ON OR AFTER October 1st, 2023

CareOregon Connect – Provider Portal

Access through OneHealthPort.com!

- Dates of Service ON OR AFTER October 1st, 2023 ONLY
- Claim status, details, remittance advice
- Authorization submission, status
- CareOregon member eligibility (including COB)

CareOregon Provider Customer Service

800.224.4840 (option 3)

- Questions that cannot be answered by our online provider portal

Provider Relations

Contact info available at www.careoregon.org

- Staff training requests on CareOregon policies/procedure
- Significant claim issues – those impacting a large number of claims, or high-dollar claims, that cannot be resolved by customer service
- Contracting questions that cannot be addressed by customer service