



CAREOREGON DENTAL

FREQUENTLY ASKED QUESTIONS (FAQ'S)

August 1, 2012

Q1. How do I obtain benefit, eligibility and claim status/questions?

A1. We have a variety of options for your convenience

- *CareOregon Connect* our provider portal allows you 24/7 access to view authorization status, confirm eligibility, remittance advice, claim status and detail <http://www.careoregon.org/Providers/ProviderPortalLogin.aspx>
- Call CareOregon Customer Service 503-416-1444 or 1-888-440-9912

Q2. Where do I mail completed CareOregon Dental referral forms and supporting documentation?

A2. CareOregon Dental
PO Box 40328
Portland, OR 97240-0328

Urgent requests only -fax: 503-416-8108

Q3. How do I submit a claim to CareOregon?

A3. ADA 2006 claims forms can be submitted electronically or paper claims can be mailed to CareOregon

- Claims Address: CareOregon Dental P.O. Box 40328 / Portland, OR 97240-9934
- Electronic (EDI) Payer ID # 93975. You can contact Emdeon directly if you have further questions regarding billing electronically at 1-877-363-3666
- Corrected claims can be faxed to 503-416-8112 (**Please Note:** the claim must clearly be noted as a "corrected" claim)

Q4. What are the timely filing limits for CareOregon Dental?

A4. Claims must be received within 120 days from date of service.

Q5. What are the claim appeal timelines?

A5. Providers have up to 365 days from the date of the remit to file a claim appeal

Key Contact Phone Numbers:

Customer Service: 503-416-1444 or 888-440-9912

Donna Albaitero, RDH - Dental Access Coordinator: 503-416-1779