

Provider Relations Specialist team assignments

Provider Services fax: (503) 416-1478

First, have you checked other available resources?

Prior to reaching out to a Provider Relations Specialist, please consider the following resources:

CareOregon Connect

Use our [online provider portal](#) for many needs such as, but not limited to, submitting authorization requests, reviewing authorization and claim status, viewing/retrieving remittance advice, requesting PCP changes, viewing member rosters and member eligibility.

Provider Customer Service

Also, please reach out to our **Provider Customer Service Team at 800.224.4840 (option 3)** for questions regarding the online provider portal, billing, and authorization inquiries, claim and authorization appeals, general CareOregon guidelines and much more!

**Next, check to see whether your system is listed below.
If not, [jump to page 3.](#)**

Provider	PRS (Provider Relations Specialist)
<ul style="list-style-type: none"> • Adventist Health System • Apria Healthcare • Byram Healthcare • Children’s Health Alliance • Edgepark Medical Supplies • Legacy Health System • Lincare • Norco • Numotion • OHSU Health System • Planned Parenthood • Providence Health System • Shriners Hospitals for Children • SNF (Skilled Nursing Facilities) 	<p>Please reach out to our team of Provider Relations Specialists at:</p> <p>metroPRS@careoregon.org</p>
<ul style="list-style-type: none"> • PeaceHealth Longview Health System • YVFW (Yakima Valley Farm Workers) 	<p>Please reach out to our team of Provider Relations Specialists at:</p> <p>colpacPRS@careoregon.org</p>

If not listed above, refer below using the area in which you are located.

Columbia Pacific CCO (*Clatsop, Columbia, Cowlitz & Tillamook Counties*)

- All **medical** provider types (including **DME vendors**)
 - All **behavioral health** (including mental health and SUD) provider types
- Please reach out to our dedicated team of Provider Relations Specialists at:
colpacPRS@careoregon.org

Jackson Care Connect (*Jackson & Josephine Counties*)

- All **medical** provider types (including **DME vendors**)
 - All **behavioral health** (including mental health and SUD) provider types
- Please reach out to our dedicated team of Provider Relations Specialists at:
jacksonPRS@careoregon.org

Health Share of Oregon (*Clackamas, Multnomah & Washington Counties*)

- All **medical** provider types (including **DME vendors**)
- Please reach out to our dedicated team of Provider Relations Specialists at:
metroPRS@careoregon.org

Health Share of Oregon (*Clackamas, Multnomah & Washington Counties*)

- All **behavioral health** (including mental health and SUD) provider types
- Please reach out to our dedicated team of Provider Relations Specialists at:
metroBHPRS@careoregon.org

Out of Area & CareOregon Advantage Providers

If you are not located in one of the above regions, please reach out to your Provider Relations Specialist based on the CCO with which our member is enrolled.