

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"> • Asante • Byram Healthcare • Edgepark Medical Supplies • Providence Health System (excludes Providence North Coast Health System) 	<p>Heather Schaffer (503) 416-5795 schafferh@careoregon.org</p>
<ul style="list-style-type: none"> • AFC (American Family Care) • CCC (Central City Concern) • Children’s Health Alliance • Clackamas County Health Department • Legacy Health System • Lincare • MCHD (Multnomah County Health Department) • NARA • Norco • Numotion • OHSU Health System • Planned Parenthood • Shriners Hospitals for Children • SNF (Skilled Nursing Facilities) • The Oregon Clinic • The Portland Clinic • Women’s Healthcare Associates • YVFW (<u>excludes</u> Coastal & Clatskanie Clinics) 	<p>Please reach out to our team of Provider Relations Specialists at: metroPRS@careoregon.org</p>
<ul style="list-style-type: none"> • Adventist Health System • Adventist Tillamook Health System • Apria Healthcare • Clackamas Foot & Ankle • Columbia Memorial Hospital Health System • Legacy Clinic St. Helens • OHSU Scappoose • PeaceHealth Longview Health System • Providence North Coast Health System • YVFW (Coastal & Clatskanie Clinics <u>only</u>) 	<p>Keva Wickliff (503) 416-3711 wickliffk@careoregon.org</p>

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

Region	PRS (Provider Relations Specialist)
<ul style="list-style-type: none"> All <u>mental, behavioral health & SUD</u> providers in Jackson and Josephine Counties 	<p>Amanda Bunger (503) 416-1718 bungera@careoregon.org</p>
<ul style="list-style-type: none"> All <u>medical</u> provider types in Jackson and Josephine Counties (including <u>DME vendors</u>) 	<p>Heather Schaffer (503) 416-5795 schafferh@careoregon.org</p>
<ul style="list-style-type: none"> All <u>medical</u> provider types in Multnomah, Washington and Clackamas Counties (including <u>DME vendors</u>) 	<p>Please reach out to our team of Provider Relations Specialists at: metroPRS@careoregon.org</p>
<ul style="list-style-type: none"> All provider types in Clatsop, Columbia, Cowlitz and Tillamook Counties (including <u>medical, mental, behavioral health</u> and <u>DME vendors</u>) 	<p>Keva Wickliff (503) 416-3711 wickliffk@careoregon.org</p>
<ul style="list-style-type: none"> <u>Health Share of Oregon Behavioral Health only</u> providers 	<p>Please reach out to our team of Provider Relations Specialists at: bhcontracts@careoregon.org</p>