

Oregon Department of Corrections (ODOC) Claims – Frequently Asked Questions

Where should paper claims be sent?

Correctional Health Partners (CHP)
Oregon Department of Corrections
PO Box 13589
Denver, Colorado 80201-3589

Where should appeals be sent?

Claims Appeals
Correctional Health Partners
APPEALS – ODOC
PO Box 1648
Denver, Colorado 80201-1648

Does CHP work with a specific claims clearinghouse?

CHP has a business relationship with Electronic Network Systems (ENS). CHP's Payor ID with ENS is PHPMC. If you do not have a relationship with ENS and utilize another clearinghouse, please contact your clearinghouse and request that your claims be routed to ENS.

How can I get set up to transmit electronic claims to CHP?

If you do not already submit claims electronically, but wish to do so, contact ENS at 303.973.5371 or www.enshealth.com.

What is the best way to have claims questions answered?

The best method to pose questions that are not addressed in this document or the provider manual found at www.chpdelivers.com, is to call the claims team at 1.866.932.7185. **Press option 3.**

What patient ID# should I use when submitting a claim?

Please utilize the ODOC SID number.

What group should I use when submitting a claim?

Please utilize ODOC in the group number field on your claim.

How do I get started with online claim lookup?

If you haven't already checked out our Claims web portal, please do so now at www.chpdelivers.com

The Claims Portal will be able to help you:

- Check status of claims 24 hours/7 days a week
- Verify Eligibility on patients
- Access Payment History

To start, click on the Check Claims Status button located on the home page. This takes you directly to the login page where you can either enter your user name and password, or you can register as a **new provider**.

The Claims Portal is very user-friendly. However, if you would like to have training for yourself or your department, please contact Jennifer Nelson at 1.866.932.7185, extension 1515.



CorrectionalHealthPartners

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