



On August 25, 2022, Advanced Health began mailing notices of denied claims to members anytime there is a denial or reduction for billed services. This is a requirement from the Oregon Health Authority. Please see OAR 410-141-3885(3) for more information.

The denial notification to providers remains the same.

These notifications are required for transparency, but also serve to reassure members they should not have any balances due, unless a waiver was signed for the denied/reduced services prior to services being provided. Please see OAR's 410-141-3565(7) or 410-120-1280(3)(C) for more information.

Please direct members to call Advanced Health Customer Service, at (541) 269-7400, with any questions or concerns they may present to your teams.

Please see attached documents for examples of what the members will be receiving.