

CareOregon Dental Provider Communication Guide

Referral/Prior Authorization submission and status are available via the Provider Portal (CareOregon Connect).

The following updates are effective January 1, 2026:

The Dental Access Team (503-416-8108) will no longer answer inbound phone calls.
Voicemails will be monitored and triaged throughout the day.

Calls verifying the status of a prior authorization or referral will not be returned.

Please use the Provider Portal to verify the status of submissions.

The Dental Access Team email will be monitored throughout the day.

Emails verifying the status of a prior authorization or referral will not be returned.

Please use the Provider Portal to verify the status of submissions.

Support Channels

Contacts for frequently asked questions and on-demand support:

- **Eligibility, Claims Status, Member Benefits & CareOregon Connect Phone Support**
 - *Provider Customer Service | 503-416-1444, or 888-440-9912. Please press option 3.*
- **CareOregon Connect Account Lockouts, Password Resets**
 - *HealthTrio (CareOregon Connect) Tech Support | 877-814-9909, or connect@healthtrio.com*
- **Contracting, Escalated Payment Issues, FIDO Access and Clinic Rosters**
 - *Provider Network Engagement & Operations Support | CODProviderSupport@careoregon.org*
- **Care Coordination, DHS Cases**
 - *Care Coordination Team | dentalcarecoordination@careoregon.org*

Provider Portal User Guide & Tutorials

Self-service options for Provider Portal training & frequently asked questions:

- [CareOregon Connect User Guide](#)

- [Video Tutorials](#)