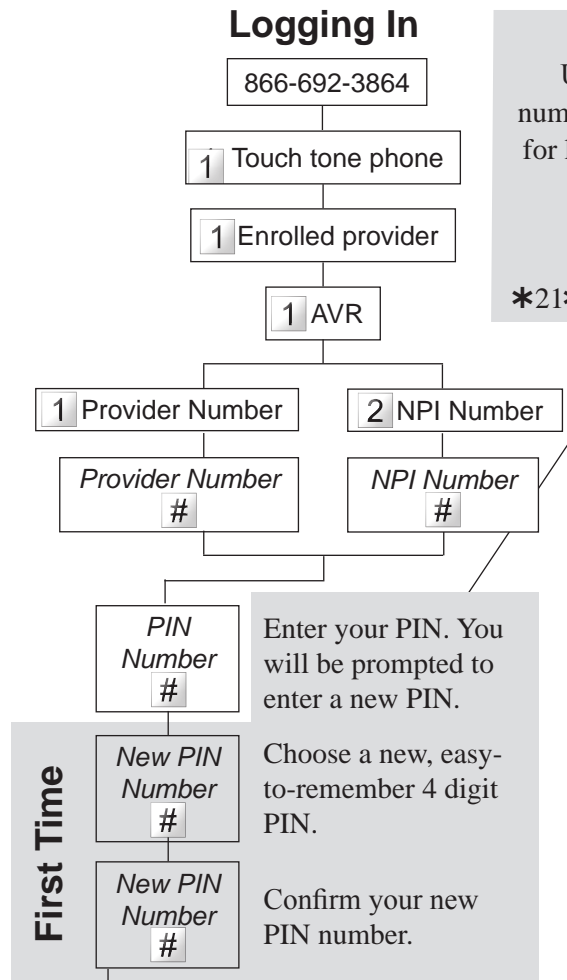


# Oregon Automated Voice Response Quick Reference Guide

**866-692-3864** 24 hours, 7 days per week

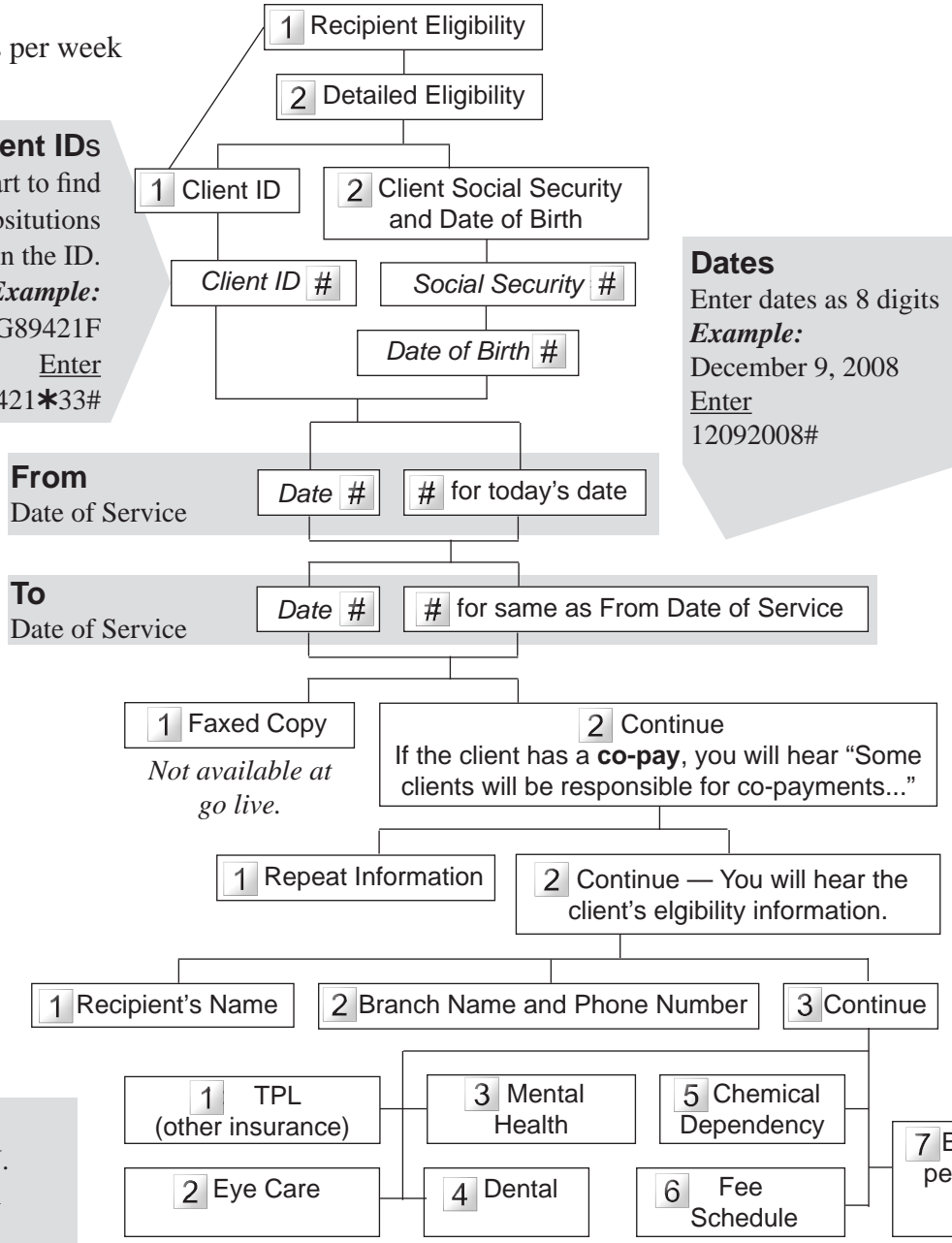
## Alpha to Numeric Conversion Chart

Letter	Number
A	*21
B	*22
C	*23
D	*31
E	*32
F	*33
G	*41
H	*42
I	*43
J	*51
K	*52
L	*53
M	*61
N	*62
O	*63
P	*71
Q	*11
R	*72
S	*73
T	*81
U	*82
V	*83
W	*91
X	*92
Y	*93
Z	*12



**Client IDs**  
Use chart to find number substitutions for letters in the ID.  
**Example:**  
AG89421F  
Enter  
\*21\*4189421\*33#

### Verifying Eligibility



**Dates**  
Enter dates as 8 digits  
**Example:**  
December 9, 2008  
Enter  
12092008#

**First Time**

Enter your PIN. You will be prompted to enter a new PIN.

Choose a new, easy-to-remember 4 digit PIN.

Confirm your new PIN number.

**Forgot your PIN?**  
Provider Services can reset your PIN. Call 800-336-6016, Monday through Friday, 8 a.m. to 5 p.m.