



March 7, 2014

Case number:

## **Important Change in Medical Transportation Reimbursement starting April 1, 2014**

Dear Oregon Health Plan (OHP) client,

Starting April 1, 2014, reimbursement for medical travel will come from your local transportation brokerage instead of your Department of Human Services (DHS) branch office.

This means you will need to ask your local transportation brokerage to approve and repay you for any health-related travel expenses covered by your OHP benefits.

### **What you should do**

Please contact your local transportation brokerage before April 1 to find out what you need to do for future medical travel needs. They will provide new forms and instructions.

Your local transportation brokerage is Cascades East Ride Center (CERC), which is managed by Central Oregon Intergovernmental Council. You can call the brokerage at **541-385-8680** or **866-385-8680** (*toll free*).

Until April 1, you will still get approval and reimbursement from your DHS branch office for meals, lodging and mileage needed to travel to your health care visits.

## Do you already have approved travel costs for after April 1?

If your local DHS branch office has already approved travel costs for a trip you are taking in April, you will need to contact CERC to have these travel costs approved by CERC. Beginning April 1, please work with your brokerage for all future travel approval and reimbursements.

### Questions

- Call OHP Customer Service at 1-800-699-9075 (*available from 7 a.m. to 6 p.m., Monday through Friday*) if you need this letter in another language or format, such as large print, Braille, audio recording, Web-based communications, and other electronic formats.
- For questions about this letter contact Client Services Unit at 1-800-273-0557, available Monday through Friday, 8:00 a.m. - 12:30 p.m. and 1:30 - 5:00 p.m.
- For TTY service, dial 711.

If you have any questions at all, please call us. We want to make sure that you have the information you need.



Judy Mohr Peterson  
Oregon Medicaid Director