



HEALTH CARE PROGRAMS
Division of Medical Assistance Programs

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To: Ambulance providers, hospitals, home care workers, living settings, and other providers that arrange for non-emergency transports on behalf of OHP clients

From: Don Ross, Manager
Medicaid Policy and Planning Section, DMAP

Subject: Changes to non-emergency transportation contacts effective July 1, 2014

Effective July 1, 2014, **Transportation Network** will coordinate non-emergency transportation and travel reimbursement for all Oregon Health Plan (OHP) clients in Baker, Grant, Harney, Malheur, Union, and Wallowa counties. In Lake County, Transportation Network will also coordinate these services for members of Eastern Oregon Coordinated Care Organization (EOCCO).

Why is this happening?

Cascades East Ride Center (CERC) will no longer serve Baker, Grant, Harney, Malheur, Union and Wallowa counties. In Lake County, TransLink will no longer serve EOCCO members; however, TransLink will continue to serve all other OHP clients in Lake County.

Effective July 1, Transportation Network will also authorize reimbursement for meals, lodging and mileage needed to travel to health care visits.

What should you do?

When you need authorization for, or help arranging, non-emergent transportation services on or after July 1, please contact **Transportation Network** at 541-298-5345 or 1-877-875-4657 (toll free).

When you need to bill for non-emergent **ambulance** travel:

- Please bill EOCCO for services to EOCCO members.
- For all other OHP clients, bill DMAP.

If you already have non-emergent transportation services or travel reimbursements approved for dates on or after July 1, please contact Transportation Network to make sure they also approve the services.

Questions?

If you have any questions about this announcement, contact the Provider Services Unit at dmap.providerservices@state.or.us or call 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:00 p.m. and Friday 10 a.m. to 4:00 p.m. (phone lines closed 11:30 a.m. to 12:30 p.m. daily).

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.

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