



Action Request Transmittal

Division of Medical Assistance Programs

Donald Ross, Manager
DMAP Policy and Planning Section

Authorized Signature

Number: DMAP-AR-12-004

Issue Date: 12/27/2012

Topic: Medical Benefits

Effective Date: 01/07/2013

Subject: Change to delivery of non-emergent ambulance services in Lane County

Applies to (check all that apply):

- All DHS employees
- Area Agencies on Aging
- Children, Adults and Families
- County DD Program Managers
- County Mental Health Directors
- Seniors and People with Disabilities
- Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists

Action Required:

Starting Jan. 7, Lane County branch staff will no longer authorize non-emergent ambulance transportation for OHP Plus clients. Branch staff should direct clients, or others requesting authorization for a non-emergent ambulance ride, to contact the local Transportation Brokerage, RideSource Call Center.

Reason for Action:

This change will remove some of the administrative burden for branch staff, such as arranging and prior authorizing non-emergent rides. This move will be a step toward consolidating all non-emergent medical transportation services to transportation brokerages.

If this change is successful in Lane County, DMAP plans to make arranging non-emergent ambulance rides a responsibility for all contracted transportation brokerages.

For more information, please read the attached letter sent to Lane County hospitals.

Field/Stakeholder review: Yes No

If yes, reviewed by: Lane County DHS/AAA staff

If you have any questions about this information, contact:

Contact(s):	Kristi Jacobo, DMAP Policy Analyst, 503-945-6492 Valerie Rux, DMAP Policy Analyst, 503-945-5796
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Date: Dec. 27, 2012

«AddressBlock»

To: Lane County Hospital Social Work Case
Managers

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

Subject: Change to delivery of OHP Plus non-emergent ambulance services effective Jan. 7, 2013

500 Summer St NE E35
Salem, OR, 97301
Voice: 503-945-5772 or 1-800-527-5772
FAX: 503-373-7689
TTY: 711
www.oregon.gov/OHA/healthplan

I am writing to inform you about a change in authorization and dispatch for non-emergent ambulance rides in Lane County.

Beginning January 7, 2013, your local transportation brokerage, Lane RideSource Call Center, will arrange non-emergent ambulance rides for OHP Plus clients.

Why is this happening?

This pilot program will increase efficiency and move toward consolidating all non-emergent medical transportation services to transportation brokerages.

What you should do?

When you need to arrange for non-emergent ambulance rides for OHP Plus clients, call RideSource Call Center at 541-682-5566.

Thank you for your support

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

Questions?

- **About RideSource Call Center:** Contact Kris Lyon, Human Services Transportation Specialist, at Lane Transit District. Her number is 541-682-7491.
- **About OHP medical transportation policy:** Contact Kristi Jacobo at 503-945-6492 or Valerie Rux at 503-945-5796.

Help us improve future announcements:

Answer six survey questions about this provider announcement at
<https://survey.emp.state.or.us/cgi-bin/qwebcorporate.dll?idx=J2ESKJ>.