

Don Ross, Manager
Medicaid Policy and Planning Section

Authorized Signature

Number: DMAP-IM-13-044
Issue Date: 06/20/2013

Topic: Medical Benefits

Subject: Client and provider announcements: Changes in DMAP's Medical Transportation services program

Applies to:

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Aging and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS and OHA staff and others identified on the APD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

The following [client](#) and [provider](#) announcements will be posted to the DMAP Web page for eSubscribe distribution. The information is complex so please read the announcements carefully and contact staff listed below if you have questions.

Client announcement regarding medical transportation reimbursement

This announcement was mailed to approximately 1,300 affected clients who have received reimbursement for medical transportation expenses within the last six months. It tells them that beginning July 1, 2013 they will need to request *approval and reimbursement for medical transportation* from their local brokerage instead of their DHS branch office.

Clients are instructed to use the brokerage table, included with the announcement, to find the brokerage in their county.

Note: Not all brokerages will be assuming these duties on July 1. Until further notice, DHS branch offices in the following counties should continue to authorize/reimburse clients for their transportation costs:

Baker	Clackamas	Crook	Deschutes
Grant	Harney	Jefferson	Malheur
Marion	Multnomah	Polk	Union
Wallowa	Washington	Yamhill	

Provider announcement regarding authorization for non-emergency ambulance transports

Effective July 1, responsibility for *authorizing non-emergency ambulance transportation* will transfer from *most* DHS branch offices to transportation brokerages throughout the State.

Note: Not all brokerages will be assuming these duties on July 1.

- Until further notice, branch offices in the following counties will continue to authorize non-emergency ambulance transports:

Clackamas

Multnomah

Washington

- InterCommunity Health Network Coordinated Care Organization (CCO) will authorize non-emergency ambulance transportation for their members instead of using the brokerages in the following counties:

Benton

Lincoln

Linn

If you have any questions about this information, contact:

Contact(s):	Kristi Jacobo, DMAP Policy Analyst		
Phone:	503- 945-6492	Fax:	503-947-1119
E-mail:	kristi.jacobo@state.or.us		
or	David Fischer, DMAP Policy Analyst		
Phone:	503- 947-5522		
E-mail:	david.h.fischer@state.or.us		

Important Change

Medical transportation reimbursement

Starting July 1, 2013, 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 Oregon Health Plan (OHP) benefits.

What you should do

Please contact your transportation brokerage before July to find out what you need to do for future medical travel needs. For example, any forms you may need.

Until July 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.

Local transportation brokerages

A list of transportation brokerages in each county is available in this letter. Please use the brokerage that serves the county you live in.

What if I already have approved travel costs for after July 1?

If your local DHS branch office has already approved travel costs for a trip you are taking after July 1, they will still pay for it. Starting July 1, please work with your brokerage for future travel approval.

Questions?

- Please call OHP Client Services: 1-800-273-0557
- Call your worker if you need this letter in another language or format, such as (but not limited to) large print, Braille, audio recordings, Web-based communications and other electronic formats.
- TTY: Dial 711

Transportation Brokerages

Use the brokerage in your county to ask for approval and receive reimbursement for your medical transportation costs.

Counties served	Brokerage
Benton Linn Lincoln	Cascades West Ride Line Cascades West Council of Governments Phone: 541-924-8738 Toll-free: 866-724-2975
Baker* Jefferson* Crook* Malheur* Deschutes* Union* Grant* Wallowa*	Cascades East Ride Center Central Oregon Intergovernmental Council Phone: 541-385-8680 Toll-free: 866-385-8680
Lane	RideSource Call Center Lane Transit District Phone: 541-682-5566 Toll-free: 877-800-9899
Gilliam Umatilla Hood River Wasco Morrow Wheeler Sherman	Transportation Network Mid-Columbia Council of Governments Phone: 541-298-5345 Toll-free: 877-875-4657
Coos Josephine Curry Klamath Douglas Lake Jackson	TransLink Rogue Valley Transit District Phone: 541-842-2060 Toll-free: 888-518-8160
Marion* Polk* Yamhill*	TripLink Salem Area Mass Transit District Phone: 503-315-5544 Toll-free: 888-315-5544
Clatsop Columbia Tillamook	Northwest Ride Center Sunset Empire Transit District Phone: 503-861-7433 Toll-free: 866-811-1001
Clackamas* Multnomah* Washington*	Transportation Services Tri-Met Phone: 503-802-8700 Toll-free: 800-889-8726

**Note: The brokerage in these counties will not be providing client reimbursement on July 1, 2013. They may delay until January 1, 2014.*

For TTY/Relay Service, dial 711.



Date: June 20, 2013

To: Ambulance providers, hospital providers, nursing facilities, living settings and facilities that arrange for non-emergency ambulance transports

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

Subject: July 1, 2013 authorization changes to non-emergency ambulance transportation

Effective July 1, 2013, responsibility for authorizing non-emergency ambulance transportation will transfer from most Department of Human Services (DHS) branch offices to transportation brokerages throughout the State. There are a few exceptions:

- The DHS branch offices will continue to authorize non-emergency ambulance transportation for clients in Clackamas, Multnomah and Washington counties until further notice.
- InterCommunity Health Network Coordinated Care Organization (CCO) will authorize non-emergency ambulance transportation for their members in Benton, Lincoln and Linn counties, instead of using the brokerage.

What should you do?

- When you need authorization for, or assistance in arranging, non-emergent ambulance transportation services, use the attached list of transportation brokerages and appropriate contacts.
- The authorizing agent will complete and submit a 405T (Medical Transportation Order) to the Division of Medical Assistance Programs (DMAP) and to the ambulance company.
- The ambulance company will bill Trillium CCO and IHN CCO for their enrolled members, and bill DMAP for payment for all others.

Thank you for your support

Thank you for your continued support of the Oregon Health Plan and the services you provide to Oregon's most vulnerable people.

Questions?

About this announcement: Please 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).

Help us improve future announcements:

Answer [six survey questions](#) about this provider announcement. Thank you!



**Transportation Brokerages
(Ambulance authorizations)**

Counties served		Brokerage and contact information
Benton Linn Lincoln		Cascades West Ride Line (fee-for-service only) – Cascades West Council of Governments Phone: 541-924-8738 Toll-free: 866-724-2975 Note: Contact InterCommunity Health Network CCO for authorization for enrolled members.
Baker Crook Deschutes Grant Harney	Jefferson Malheur Union Wallowa	Cascades East Ride Center – Central Oregon Intergovernmental Council Phone: 541-385-8680 Toll-free: 866-385-8680
Lane		RideSource Call Center – Lane Transit District Phone: 541-682-5566 Toll-free: 877-800-9899
Gilliam Hood River Morrow Sherman	Umatilla Wasco Wheeler	Transportation Network – Mid-Columbia Council of Governments Phone: 541-298-5345 Toll-free: 877-875-4657
Coos Curry Douglas Jackson	Josephine Klamath Lake	TransLink – Rogue Valley Transit District Phone: 541-842-2060 Toll-free: 888-518-8160
Marion Polk Yamhill		TripLink – Salem Area Mass Transit District Phone: 503-315-5544 Toll-free: 888-315-5544
Clatsop Columbia Tillamook		Northwest Ride Center – Sunset Empire Transit District Phone: 503-861-7433 Toll-free: 866-811-1001
The brokerage below will not be providing ambulance authorization beginning 7/1/13; they may delay until 1/1/14.		
Clackamas Multnomah Washington		Transportation Services – Tri-Met Phone: 503-802-8700 Toll-free: 800-889-8726 Note: Contact DHS branch offices until further notice.

For TTY/Relay Service, dial 711.