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Number: DMAP IM 14-009

Authorized Signature

Issue Date: 03/07/2014

Topic: Medical Benefits

Subject: Important information about non-emergent medical transportation (NEMT) integration delay and current protocol for branch staff.

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 SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

The Division of Medical Assistance Programs (DMAP) has extended the time period to July 1, 2014, by which Coordinated Care Organizations (CCO) must integrate non-emergent medical transportation (NEMT). There were no changes to NEMT in January 2014.

The Oregon Health Authority (OHA) and the Department of Human Services (DHS) branches, including Adult and People with Disabilities (APD), Area Agencies on Aging (AAA), Child Welfare (CW) and Self-Sufficiency (SS), that are currently handling client reimbursement for medical transportation will continue to do so for medical cases managed in their offices.

Please read and become familiar with the attached detailed protocol for handling NEMT before and after a case transfers to Branch 5503 (OHP Customer Service) from SS and APD/AAA branches.

Staff handling cases that are not be transferred to branch 5503, please follow the guidance below:

- NEMT clients who receive medical coverage or reimbursement for NEMT meals, mileage and lodging in the following counties will continue to request NEMT client reimbursement from the branch who manages their medical case until this function is transferred to the CCO: Baker, Clackamas, Crook, Deschutes, Grant, Harney, Jefferson, Marion, Malheur, Multnomah, Polk, Wallowa, Washington, Union, and Yamhill.
- NEMT client reimbursement in the remainder of the state is processed through the transportation brokerages. Branch staff should not process NEMT client reimbursement in counties not listed above.
- NEMT clients who need transportation for Medicaid covered services will continue to contact a local brokerage to schedule their rides, unless they are enrolled in either the Trillium or IHN CCO. Until further notice, refer all clients enrolled in Trillium or IHN to their CCO.
- DHS branches and Branch 5503 will continue to approve non-emergent ambulance transportation using the form 405T for cases assigned in their branch for Clackamas, Multnomah and Washington County clients. In all other counties this approval process is the responsibility of the transportation brokerages.

DMAP will send out client notices prior to July 1, 2014 to inform clients about changes that will impact how they receive NEMT services, as CCOs assume the responsibility for NEMT. OHA and DHS staff will also be notified on a similar time frame.

If you have any questions about this information, contact:

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|--------------------|--|-------------|--------------|
| Contact(s): | Sarah Wetherson, NEMT Program Manager | | |
| Phone: | 503- 569-6342 | Fax: | 503-947-1119 |
| E-mail: | Sarah.e.wetherson@state.or.us | | |

Non-Emergent Medical Transportation (NEMT) Procedure

This procedure is for staff processing NEMT client reimbursement in these counties: Baker, Clackamas, Crook, Deschutes, Grant, Harney, Jefferson, Marion, Malheur, Multnomah, Polk, Wallowa, Washington, Union, and Yamhill.

Branch staff should only process NEMT client reimbursement in counties listed above. Transportation brokerages are responsible to process NEMT client reimbursement in the remainder of the state.

■ Department of Human Services (DHS) branches

■ Reimbursement for medical cases when transportation has already occurred:

- If a case is still open in a branch for Area Agency on Aging (AAA), Aging and People with Disabilities (APD), Child Welfare (CW), or Self-Sufficiency Program (SSP), and transportation has already occurred, reimburse payment per the transportation section of the Division of Medical Assistance Programs (DMAP) Worker Guide at www.oregon.gov/oha/healthplan/tools/DMAP%20Worker%20Guide.pdf
- After reimbursement is made, transfer the medical case in the SSP branch to Branch 5503:
 1. If medical case is combined with Temporary Assistance for Needy Families/Employee-related Day Care (TANF/ERDC), follow the case splitting procedures as outlined in [SS-AR-13-009](http://www.dhs.state.or.us/policy/selfsufficiency/ar/ar_2013.htm) http://www.dhs.state.or.us/policy/selfsufficiency/ar/ar_2013.htm
 2. When splitting cases, review for good cause coding as outlined in [SS-AR-13-011](#).

■ Reimbursement for medical cases still open in a DHS branch when transportation has not occurred:

■ SSP Branches:

1. Review for eligibility of payment and complete prior authorization. Information about prior authorization and eligibility for medical transportation reimbursement is found in the [DMAP Worker Guide](#).
2. Follow normal branch procedure for customers who need assistance with arranging transportation.
3. After authorization is approved and (if applicable) transportation arranged, narrate action and transfer the medical case in SSP branch to Branch 5503:
 - i. If the medical case is combined with TANF/ERDC, follow the case splitting procedures as outlined in [SS-AR-13-009](#);
 - ii. When splitting cases, review for good cause coding as outlined in [SS-AR-13-011](#).
4. Once the case is sent to 5503, the local branch will no longer be able to make a payment. Forward any medically necessary documentation such as prior authorization to 5503 via FAX with the words "**Medical Transportation Reimbursement Request**" written in large bold letters on the FAX cover sheet. Please include contact information in case there are questions later.
5. If the customer has an urgent need for transportation:
 - i. Complete steps 1-3 above, (under **SSP Branches**);
 - ii. Send an email to 5503 following the **Urgent Request Only** process below;
 - iii. Inform the customer that staff at branch 5503 will complete their process; and
 - iv. Provide the OHP Customer Service contact phone number; 1-800-699-9075.

Please note: All communication and actions must be narrated.

- AAA/APD/CW Branch:

1. Review for eligibility of payment and give prior authorization. Information about prior authorization and eligibility for medical transportation reimbursement is provided in the [DMAP Worker Guide](#).
2. Follow normal procedure for customers who need assistance with arranging transportation.

- **Branch 5503 (OHP Customer Service):**

- **Reimbursement for medical cases still open in Branch 5503 when transportation has either already occurred or not yet occurred:**

- All DHS branch staff:

1. Inform the customer that Branch 5503 will arrange for their future transportation needs or reimbursement.
2. Give the customer OHP Customer Service contact phone number; 1-800-699-9075.
3. If the customer has documentation they need to provide to 5503, such as verification that they attended a medical appointment, assist the customer by sending it to 5503 on their behalf as follows:
 - Email address - "**Medical Transportation Requests**"
Medical.TransportationRequests@dhs.ohio.state.or.us. The Subject line of email should include "**Medical Transportation Reimbursement Request**".
 - Fax: 1-503-373-7493 - The fax cover sheet should have the words "**Medical Transportation Reimbursement Request**" written in large bold letters.

When Branch 5503 receives the email or fax, the NEMT team will process as appropriate.

- **Urgent requests only**

If the reimbursement or transportation arrangement request is urgent, the branch office sends a high-priority email to: "**Medical Transportation Requests.**"

- Reimbursements - The subject line should read: "**URGENT – payment needed**"
- Transportation needs - The subject line should read: "**URGENT - Medical Transportation Request**"
- The email must include:
 - Customer's name and prime #;
 - Reason for urgent request;
 - Contact information for customer or anyone seeking assistance on their behalf. If possible, collect an active phone number and mailing address for future questions;
 - If applicable, scan and attach any documentation the customer provides.

When Branch 5503 receives the email 5503, the NEMT team will process as appropriate.