



Division of Medical Assistance Programs

Information Memorandum Transmittal

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Number: DMAP IM 14-025
Issue Date: 6/27/2014

Authorized Signature

Topic: Medical Benefits

Subject: Summary of July 1, 2014 non-emergent medical transportation changes; client announcement, updated resources and talking points

Applies to:

- Checkboxes for: All DHS employees, Area Agencies on Aging, Children, Adults and Families, County DD Program Managers, County Mental Health Directors, Aging and People with Disabilities, Other (please specify): AMH and DMAP staff

Message:

Several changes are in store for the DMAP Medical Transportation Program, effective July 1, 2014.
- Last month, DMAP notified 22,000 Oregon Health Plan (OHP) members about Transportation Network assuming brokerage responsibilities for most of eastern Oregon (Baker, Grant, Harney, Malheur, Wallowa, Union counties). To learn more, please review DMAP IM 14-020.
- This month, DMAP will notify 81,000 OHP members enrolled in Willamette Valley Community Health (WVCH) about a change in Marion and Polk counties. See page 6 for a copy of this letter.
- Note: DMAP has also extended the time period beyond July 1, 2014, by which Coordinated Care Organizations (CCO) must integrate non-emergent medical transportation (NEMT).

These changes affect clients and workers as follows:

Table with 3 columns: County, Reimbursement, Ride requests. Rows include Marion/Polk/Yamhill, Clackamas/Multnomah/Washington, and All other counties.

To help prepare for these changes, please review the July 1 talking points on page 3 and the updated protocol for handling NEMT requests on page 5.

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

If you have any questions about this information, contact:

Contact(s):	Sarah Wetherson, DMAP Policy Analyst		
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E-mail:	sarah.e.wetherson@state.or.us		

Talking points regarding July 1, 2014 changes to non-emergent medical transportation contacts

DHS/OHA staff: Please use this document to answer questions you receive from clients about upcoming contact changes for non-emergent medical transportation (NEMT) requests (reimbursement or arrangements for travel needed to receive OHP-covered services).

What is changing?

In Baker, Grant, Harney, Malheur, Wallowa, or Union Counties, starting July 1, 2014, if you are a member of Eastern Oregon Coordinated Care Organization (EOCCO), you will need to ask your new local brokerage, Transportation Network, about NEMT requests.

In Lake County, if you are a member of Eastern Oregon Coordinated Care Organization (EOCCO), you will need to ask your new local brokerage, Transportation Network, about NEMT requests. If you are not an EOCCO member, you will continue to contact TransLink about this.

In Marion and Polk Counties, if you are a member of Willamette Valley Community Health (WVCH), you will continue to contact TripLink to arrange non-emergent medical travel. TripLink may refer you to WVCH to approve and reimburse you for any related travel expenses.

For all counties, client reimbursement requests will be handled by the local brokerage, with some exceptions as noted above for Marion, Polk and Lake Counties. This means:

- You must ask your local brokerage for prior approval and reimbursement for travel after July 1, 2014.
- For travel prior to July 1, you will still get approval and reimbursement from your DHS branch or OHP Customer Service for meals, lodging and mileage.

Note: Not all brokerages are assuming this responsibility on July 1. [Use the brokerage map](#) to verify if a client should contact their DHS/AAA office, OHP Customer Service or the brokerage.

Why is this change being made?

We are working with brokerages and CCOs to improve coordination of your care. They:

- Conduct a greater number of eligibility screenings for transportation requests.
- Are very familiar with program rules and policies.
- Help ensure clients are treated consistently, while verifying policies are followed.

My branch office already approved my transportation costs –what do I do now?

If your branch office agreed to reimburse you for travel after July 1, please call your local brokerage for reimbursement. Remember to contact your local brokerage for future travel.

Will I receive the same reimbursement that I've gotten from my branch?

Brokerages and CCOs follow similar policies, rules and procedures as branch offices. They reimburse at least the amount that DHS/OHA sets. Currently that is:

- Private Car Mileage – \$.25 per mile
- Meals – \$12.00 per day, or
- Breakfast – \$3.00
- Lunch – \$3.50
- Dinner – \$5.50
- Lodging – \$40.00 per night

I'm a foster parent and receive reimbursement for things that the brokerages may not cover.

Child Welfare clients may receive additional reimbursements. Talk to your worker about payment for anything that is not NEMT.

I don't know who my local brokerage is.

Staff should [use the brokerage map](#) to answer this question.

Note: Not all brokerages are authorizing/reimbursing clients on July 1. The chart shows, by county, the areas where brokerages or CCOs are assuming these duties and where they are not and where DHS branches or OHP Customer Service will continue to be responsible.

NEMT Client Reimbursement Procedure

For DHS/AAA staff in Clackamas, Marion, Multnomah, Polk, Washington, and Yamhill counties only

Note: In Marion, Polk, and Yamhill counties, members of Willamette Valley Community Health should contact their local brokerage (not DHS/OHA) for reimbursement.

Department of Human Services (DHS) medical cases

If a medical 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):

Transportation has already occurred	Transportation has not occurred
<ol style="list-style-type: none"> 1. Reimburse payment per the transportation section of the DMAP Worker Guide. 2. SSP branches then transfer the medical case to OHP Customer Service (Branch 5503): <ul style="list-style-type: none"> • 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 • When splitting cases, review for good cause coding as outlined in SS-AR-13-011. 	<ol style="list-style-type: none"> 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. 3. SSP branches then transfer the medical case to OHP Customer Service (Branch 5503). <ul style="list-style-type: none"> • For urgent requests, SSP will follow OHP Customer Service's Urgent Request process (below).

OHP Customer Service (branch 5503) medical cases

If a medical case is now open in branch 5503 and the client is contacting the local DHS/AAA office:

Non-urgent requests	Urgent requests
<ol style="list-style-type: none"> 1. Tell the client that OHP Customer Service at 1-800-699-9075 will arrange for their future transportation needs or reimbursement. 2. If the customer has documentation they need to send, such as verification that they attended a medical appointment, send it to OHP Customer Service as follows: <ul style="list-style-type: none"> • Send email to: Medical.TransportationRequests@dhsoha.state.or.us. • Subject: "Medical Transportation Reimbursement Request". • Or fax to 503-373-7493 (Salem). The fax cover sheet should include the words "Medical Transportation Reimbursement Request" in large bold letters. 	<ol style="list-style-type: none"> 1. Send a high-priority email to "Medical Transportation Requests." <ul style="list-style-type: none"> • Reimbursements - The subject line should read: "URGENT – Payment Needed" • Transportation needs - The subject line should read: "URGENT - Medical Transportation Request" • The email must include: <ul style="list-style-type: none"> ○ 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.

Case number:

**Non-emergency Medical Transportation Reimbursement
starting July 1, 2014**

Dear Oregon Health Plan (OHP) client,

Starting July 1, 2014, the Oregon Health Plan is changing how you can be reimbursed for medical transportation services, such as meals, lodging, and miles, that are not for an emergency.

This means that after July 1:

If you are seeking reimbursement for health-related travel that OHP covers, TripLink will direct you to Willamette Valley Community Health (your Coordinated Care Organization) to review your request and reimburse you for that, as appropriate.

What you should do now

Please contact TripLink at 503-315-5544 or 1-888-315-5544 (toll free), to find out what you need to do for help with future medical travel. They will provide new forms and instructions.

If your local branch office or the OHP Customer Service office has already approved travel costs for a trip you are taking July 1 or after, TripLink will also help you get that reimbursement.

If your future medical travel occurs before July 1, you will still work with your local branch office or the OHP Customer Service office for meals, lodging and mileage needed to travel to your health care visits.

Questions

- Call OHP Customer Service at 1-800-699-9075 (available from 7 a.m. to 6 p.m., Monday through Friday) if you have questions about this letter or 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 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.

A handwritten signature in black ink that reads "Judy Mohr Peterson". The signature is written in a cursive, flowing style.

Judy Mohr Peterson Oregon Medicaid Director