



Division of Medical Assistance Programs

**Information Memorandum
Transmittal**

Don Ross, Manager
Policy, Planning, CCO Contract Administrator

Number: DMAP IM 14-036
Issue Date: 8/27/2014

Authorized Signature

Topic: Medical Benefits

Subject: Client announcement: AllCare Health Plan members will change transportation provider from TransLink to ReadyRide effective October 1, 2014

Applies to:

- 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): DHS and OHA staff and others identified on the APD, CAF, AMH and DMAP transmittal lists

Message:

During the first week in September 2014, DMAP will mail the following client announcement to approximately 50,000 affected members of AllCare Health Plan. The announcement informs the members that starting October 1, 2014 they will need to request approval and reimbursement for medical transportation from a new local transportation provider called ReadyRide instead of their current brokerage, TransLink.

They will continue with TransLink before October 1, and we are directing them to contact ReadyRide for necessary steps and information for future travel and to discuss any trips that have been approved to occur after October 1.

Future announcements about transitioning NEMT services to brokerages in other areas or to CCOs will be forthcoming as implementation takes place.

If you have any questions about this information, contact:

Contact(s):	Sarah Wetherson, DMAP Policy Analyst		
Phone:	503- 569-6342	Fax:	503-947-1119
E-mail:	sarah.e.wetherson@state.or.us		

September 5, 2014

Client ID:

**Important change in your Medical Transportation
starting October 1, 2014**

**This letter is about your health care travel needs through the
Oregon Health Plan (OHP) that are not for an emergency.**

Dear Oregon Health Plan (OHP) client,

A local transportation brokerage called TransLink currently helps OHP clients with health care travel needs that are not for an emergency. These health care travel needs under the OHP are rides, mileage, meals and lodging.

Starting October 1, 2014, ReadyRide will handle your health care travel needs. TransLink will no longer assist OHP clients enrolled with AllCare CCO in your area.

What to do before October 1

- If you need travel for health care before October 1, you will still work with TransLink. They will handle your health care travel needs until October 1.
- Please call ReadyRide. Their Call Center telephone number is 1-800-479-7920 (toll free). ReadyRide will provide new forms and important instructions for health care travel beginning October 1.
- Tell ReadyRide about any health care travel that TransLink has already approved for you to use October 1 or after.

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
 - To get this letter in another language or format such as large print, Braille, audio recording, Web-based and other electronic formats
- For TTY service, dial 711.

If you have any questions at all, please call us. We want you to 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