

Don Ross, Manager  
Operations and Policy

**Authorized Signature**

**Number:** DMAP IM 15-011  
**Issue Date:** 9/29/2015

**Topic:** Medical Benefits

**Subject:** Changes in **non-emergent medical transportation (NEMT)** providers in Douglas and Yamhill counties, effective October 1, 2015.

**Applies to:**

- |   |   |
|---|---|
| <input type="checkbox"/> All DHS employees                        | <input type="checkbox"/> County Mental Health Directors   |
| <input checked="" type="checkbox"/> Area Agencies on Aging        | <input checked="" type="checkbox"/> Aging and People with Disabilities                                  |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): Health Systems (formerly AMH and MAP) staff |
| <input type="checkbox"/> County DD Program Managers               |   |

**Message:**

The following changes to NEMT coverage will become effective October 1, 2015:

- Bay Cities Ambulance will serve Umpqua Health Alliance (UHA) members in Douglas County. (FFS members will continue to use TransLink.)
- Well Ride will serve Yamhill CCO members in Yamhill County. Tri-County Med Link will serve FFS members in Yamhill County.

This affects NEMT contacts as follows:

County	Reimbursement	Ride requests
Marion Polk	Members will contact DHS/OHA.	For all rides, all OHP members will continue to contact the brokerage.
All other counties	All OHP members should contact the local brokerage.  Branch staff should <b>not</b> process NEMT reimbursement.	For all rides, all OHP members will contact the brokerage.

In September, UHA and Yamhill CCO sent letters to their members about these changes (see pages 2 and 3).

For updated staff talking points, [brokerage map](#), and phone numbers, visit the [NEMT intranet page](#).

The Medical Transportation section of the [DMAP Worker Guide](#) has also been updated to show that the branch authorization procedures only apply to Marion and Polk counties effective October 1.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Sarah Wetherson, Operations and Policy Analyst		
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September 1, 2015

Dear Oregon Health Plan Member:

Starting October 1, your free rides to appointments, also called non-emergency medical transportation (NEMT), will be managed by Bay Cities Ambulance (BCA) and Umpqua Health Alliance. NEMT benefit reimbursement is for mental, medical, and dental health care. If you are not sure if you qualify for this benefit, you can call 1-877-324-8109.

To set up your rides you can call the BCA Call Center from 8:00am-5:00pm Monday through Friday at 1-877-324-8109 (toll free) or 7-1-1 TTY. If you need emergency services please call 9-1-1.

DHS offices no longer handle reimbursement for medical transportation.

Thank you.

Umpqua Health Alliance



Yamhill Community Care Organization  
Your Local Health Partner

**Do you need a ride to your non-emergency health appointment?  
Yamhill CCO Well Ride is here!**

**Beginning October 1, 2015**

If you have no other way to get to a medical appointment, Yamhill Community Care (Yamhill CCO) will pay for our members to get transportation for any covered, non-emergency medical, dental or mental health service. That includes things like doctor and dentist appointments or a rehab visit. **The Yamhill CCO Well Ride program** arranges rides to these appointments for you.

**Yamhill CCO Well Ride** also provides reimbursement to Yamhill CCO members for their travel related expenses, such as gas, meals and lodging when they need to travel out-of town for health services.

To arrange a ride now for an appointment scheduled on October 1<sup>st</sup> or after, please contact **Yamhill CCO Well Ride**, toll-free at 1-844-256-5720, from 7:30 a.m.-6 p.m., Monday through Friday.

**NOTE: Please call at least two days before your ride is needed, or as soon as you know the time of your appointment.**



Yamhill Community Care Organization  
Your Local Health Partner

**¿Necesita transportación para una cita médica que no sea de emergencia?  
¡Yamhill CCO Well Ride ha llegado!**

**Empezando el 1ro de octubre del 2015**

Si usted no puede asistir a una cita médica por sí mismo, Yamhill Community Care Organization (Yamhill CCO) pagará para que nuestros miembros obtengan transportación para servicios médicos, dental, o de salud mental que son cubiertos por el seguro médico y que no sean de emergencia. Esto incluye citas al doctor o dentista, o visitas a servicios de rehabilitación. El programa **Yamhill CCO Well Ride** coordinará transportación a estas citas para usted.

**Yamhill CCO Well Ride** también provee reembolso a miembros del Yamhill CCO para costos de transportación tal como gasolina, comida, y hospedaje cuando necesite viajar fuera de la ciudad para obtener servicios de salud.

Para pedir transporte a una cita del primero de octubre en adelante, por favor contacte a **Yamhill CCO Well Ride**, llamando gratis al 1-844-256-5720, de 7:30am-6:00pm, lunes a viernes. Servicios de interpretación estarán disponibles para miembros que no hablen inglés.

**NOTA: Favor de llamar por lo menos dos días antes de que necesite transporte, o en cuanto tenga la fecha y hora de su cita.**