



# Action Request Transmittal

## Division of Medical Assistance Programs

Donald Ross, Manager  
Medicaid Policy and Planning Section

**Number:** DMAP-AR-15-001  
**Issue Date:** 01/9/2015

**Authorized Signature**

**Topic:** Medical Benefits

**Effective Date:** 01/01/2015

**Subject:** Contacts for questions and issues about non-emergent medical transportation (NEMT) in Clackamas, Multnomah and Washington counties

**Applies to (check all that apply):**

- 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/OHA staff who serve Oregon Health Plan (OHP) clients in Clackamas, Multnomah and Washington counties*

**Action Required:**

Please refer OHP clients with questions about seeking medical transportation services in Clackamas, Multnomah and Washington counties as follows:

If client is enrolled in...	Then refer to:
Health Share of Oregon CCOA, CCOB, CCOE, or CCOG	<a href="#">Ride to Care</a> Toll-free 1-855-321-4899 or 503-416-3955
FamilyCare, Inc., CCOA, CCOB, CCOE, or CCOG	
No CCO ( <i>Fee for Service/Open Card</i> )	Tri-County MedLink Toll-free 1-866-336-2906

**If your client is having trouble setting up a ride**, please attempt to resolve the issue directly with the brokerage first.

**If you cannot resolve the issue directly with the brokerage**, please contact the member's CCO or OHP Client Services with the following information.

- Client name
- OHP Member ID
- Date of birth
- Best telephone number to reach member

- Date the issue occurred
- Issue reported (be specific)
- Next upcoming appointment, if any

Please use the following contact information to resolve NEMT issues. *Health Share of Oregon and FamilyCare resolution contacts are for internal use only.*

Enrolled in	NEMT resolution contact
Health Share of Oregon	Florence Hurita, Customer Service Manager <a href="mailto:Florence@healthshareoregon.org">Florence@healthshareoregon.org</a>
FamilyCare	Johanna Watson, Program Integrity and Project Manager <a href="mailto:johannaw@familycareinc.org">johannaw@familycareinc.org</a>
Fee for Service (Open Card)	OHP Client Services 1-800-273-0557

Please also refer to updated resources on the [NEMT intranet page](#).

**Reason for Action:**

On January 1, 2015, Ride to Care and Tri-County MedLink assumed NEMT service responsibilities for clients in Clackamas, Multnomah, and Washington counties. See [DMAP IM 14-050](#) to learn more.

- Ride to Care is responsible for serving **all** Health Share of Oregon and FamilyCare CCO members in these counties.
- Tri-County MedLink is only responsible for serving clients in these counties who are **not** enrolled in any CCO for **any** type of service.

**Field/Stakeholder review:**     Yes     No

**If yes, reviewed by:**

MAP Policy; CCOs and brokerages

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

<b>Contact(s):</b>	Sarah Wetherson, Medical Transportation Policy Analyst		
<b>Phone:</b>	503-569-6342	<b>Fax:</b>	503-947-1119
<b>E-mail:</b>	<a href="mailto:sarah.e.wetherson@state.or.us">sarah.e.wetherson@state.or.us</a>		