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DMAP Policy and Planning Section

Authorized Signature

Number: DMAP- IM-10-081

Issue Date: 6/25/2010

Topic: Medical Benefits

Subject: Staff announcement: Updated Brokerage Operations Manual for Non-Emergent Medical Transportation Services

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

Message:

DMAP has updated the [Brokerage Operations Manual for Non-Emergent Medical Transportation Services](#) posted at www.oregon.gov/DHS/healthplan/medical-transport/main.shtml. Subscribers to Non-Emergent Medical Transportation Services updates received [notification via eSubscribe](#) about this change.

This resource is for transportation brokerages, DHS staff and clients to keep informed about current processes and guidelines when clients eligible for Medicaid-covered services need transportation to access those services.

The manual now lists current client eligibility verification options (Provider Web Portal and Automated Voice Response), includes CAWEM Plus clients as eligible for transportation services, and contains the current no-show policy (see page 22).

If you have any questions about this information, contact:

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