

Donald Ross, Manager
Operations and Policy

Number: DMAP IM 15-013

Authorized Signature

Issue Date: 10/9/2015

Topic: Medical Benefits

Subject: Non-emergent medical transportation (NEMT) change for fee-for-service (FFS) members in Yamhill County

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 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 Division will mail the following letter to approximately 600 FFS-only Oregon Health Plan (OHP) households in Yamhill County. It tells them that they can now call Tri-County MedLink if they need help getting to an OHP-covered health care visit.

- TripLink no longer serves Yamhill County.
- Tri-County MedLink only serves members who are not enrolled in any type of CCO.
- Yamhill Community Care's (Yamhill CCO) Well Ride serves Yamhill CCO members (CCO-A through CCO-G).
- Willamette Valley Community Health CCO coordinates NEMT for their members (CCO-A through CCO-G).

To review October 1 changes in Yamhill County, see [DMAP IM 15-011](#) and the [October 1 staff talking points](#).

If you have any questions about this information, contact:

Contact(s):	Sarah Wetherson, Operations and Policy Analyst		
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PO Box 14520
Salem, OR 97309



P.O. Box 14520, Salem, OR 97309-5044
Voice: 1-800-699-9075
FAX: 503-373-7493
TTY: 711
www.ohp.oregon.gov

10/12/2015

<<Case Name>>
<<Street Address>>
<<Street Address 2>>
<<City>>, <<State>> <<ZIP>>

Case ID: <<Case#>>

You have a new medical transportation provider

Call Tri-County MedLink if you need help getting to health care visits

<<Case Name>>,

Oregon Health Plan (OHP) members can call a local ride service to:

- Ask for a ride to a health care visit that OHP covers; and
- Ask to be paid back for costs like gas, meals and lodging for covered health care visits.

Starting October 1, 2015, **Tri-County MedLink** is your new local ride service. TripLink no longer serves OHP members in your area.

What to do when you need help with health care trips

Please call Tri-County MedLink at 1-866-336-2906 (toll free).

If TripLink approved your trip to a health care visit planned for October 1 or later, tell Tri-County MedLink now.

Questions?

We want to make sure you have the information you need. If you have any questions, call us at 1-800-699-9075 or 711 (TTY), Monday through Friday, 7 a.m. to 6 p.m.

If you have had trouble in the past getting through on our phone line, please try again. We have made some changes to help lower our wait time.

You can get this letter in another language, large print, or another way that is best for you. Call 1-800-699-9075 (TTY 711).