

2024 NEMT Rider Guide Submission and Review Guidelines

CCOs must have written policies and procedures regarding its non-emergency medical transportation (NEMT) services. NEMT rider information must be provided to all Members either in the Contractor's Member Handbook or in a Rider Guide as a stand-alone document. The NEMT Rider Guide is a deliverable that is separate and distinct from the NEMT policies and procedures described in Ex. B, Part 2, Sec. 5, Para c. of the CCO Contract. OHA will not accept the NEMT Rider Guide as Contractor's NEMT policies and procedures.

1. Submission Date: Each CCO's NEMT Rider Guide is due to OHA for review and approval annually, not earlier than September 1 and not later than November 1 with any and all updates, new, or corrected information that will be in effect for the upcoming Contract Year.

2. Evaluation Criteria and Guidance: OHA has updated the NEMT Rider Guide evaluation criteria for 2024. The 2024 criteria (Excel document) will be used by OHA to evaluate the NEMT Rider Guide submissions. The NEMT Rider Guide must address all criteria outlined by OHA. The CCO must validate the accuracy of any regulatory and/or contractual references included in the NEMT Rider Guide prior to submission for review and approval.

CCOs should follow the submission and review guidelines included in this document to assist with OHA's review of the NEMT Rider Guide.

3. Technical Assistance: OHA is available for technical assistance during the re-submission process.

4. Delivery Method: NEMT Rider Guide shall be submitted between September 1 and November 1 to OHA via email at CCO.MCOTDeliverableReports@odhsoha.oregon.gov

In addition, the CCO must complete column D in the document titled NEMT Rider Guide_Evaluation Criteria_Final 2024 (Excel) and return to OHA via email at CCO.MCOTDeliverableReports@odhsoha.oregon.gov

Please note: The OHA review team will return NEMT Rider Guide submissions to the CCO if the following occur: 1) the NEMT Rider Guide is not accompanied by the completed Excel spreadsheet; or 2) the designated columns in the Excel spreadsheet are not completed with the requested information.

5. Format and Formatting Recommendations:

- a. Use naming convention [CCO_NameOfDeliverable_Version_YYYYMMDD](#). The date should be the date the CCO submits the deliverable to OHA. (ex: [YCCO_RiderGuide_v01_20220315](#))
- b. The NEMT Rider Guide must be submitted to CCO.MCOTDeliverableReports@odhsoha.oregon.gov in Word format. The OHA review team will allow those CCOs with extenuating circumstances to submit in another format if they have any issues with a Word submission. Please submit extenuating circumstance to the OHA review team at CCO.MCOTDeliverableReports@odhsoha.oregon.gov prior to the submission of the NEMT Rider Guide.
- c. Include page numbers in the NEMT Rider Guide.
- d. All OAR and CFR citations should be accompanied by an explanation of the information/requirement(s) in the state or federal rule. The CCO should not cite an OAR or

CFR without any additional information or summary of the OAR requirement(s).

e. Ensure the NEMT Rider Guide is member friendly and easy-to-follow. The NEMT Rider Guide should include a table of contents, make use of graphics and white space, group similar information in the same section, and be organized in an easy to understand manner.

6. **Readability:** Prior to submitting, CCO must ensure NEMT Rider Guide is at a 6th grade reading level (between 6.0-6.9). OHA uses the Flesch-Kincaid Readability Scale via the spelling and grammar check function in Microsoft Word. Please reference the list of items that can be excluded from the readability calculation in the document titled NEMT Rider Guide Evaluation Criteria_Final 2024 (excel).

7. **Identification of 2024 Changes:** The CCO must use track changes or highlight revisions made to the 2024 NEMT Rider Guide submission that were not included in the approved 2023 NEMT Rider Guide. If the CCO does not include track changes or highlight text, OHA review team will return the submission to the CCO and request the NEMT Rider Guide be resubmitted.

8. **OHA Evaluation Results**

a. OHA scoring: Each element will be scored with either a "score=1" for met or "score=0" for not met. Each element must be fully met to score a "1". All compliant elements will be tallied to determine the overall percentage of compliance. The CCO will have to achieve 100% compliance to obtain OHA approval.

b. Required changes: The OHA review team will provide each CCO with their individual evaluation results via email. OHA Program Policy reviewers will complete the OHA comments column in the 2024 NEMT Rider Guide Evaluation Criteria (Excel) document. Unless otherwise indicated, all requested edits are required, and all comments must be addressed. To limit the number of re-submissions, please do not resubmit to the OHA review team until ALL required changes and comments have been addressed. The OHA review team will identify any other required edits not already captured in the evaluation criteria (e.g., format, structure of document, grammar, etc.). OHA will score those additional edits using the scoring described above.

OHA is available to provide technical assistance upon receipt of OHA's evaluation. Please email all technical assistance requests to OHA review team team via email at CCO.MCOTDeliverableReports@odhsoha.oregon.gov.

c. Re-submission delivery method: revised NEMT Rider Guide must be submitted to CCO.MCOTDeliverableReports@odhsoha.oregon.gov. The CCO must also complete the designated columns in the document titled NEMT Rider Guide Evaluation Criteria_Final 2024 (Excel) and return to the OHA QA unit via email at CCO.MCOTDeliverableReports@odhsoha.oregon.gov.

d. Review timeframes: OHA will complete the initial review of the 2024 NEMT Rider Guide within 30 days of receipt. OHA recommends CCOs submit the 2024 NEMT Rider Guide as early as possible within the submission timeframe (September 1 – November 1) to allow enough time to the CCO to submit the approved NEMT Rider Guide for translation, printing and mailing.

OHA will complete the evaluation of each NEMT Rider Guide re-submission (after the first review) within two weeks of receipt. Please note numerous re-submissions to address the corrections in OHA's original evaluation will impact the CCO's overall timeline for translation, printing, and distribution of the NEMT Rider Guide.

9. **Final Approval:** A final clean copy must be emailed to CCO.MCOTDeliverableReports@odhsoha.oregon.gov for final approval. Final approval will be granted, and a communication will be sent to the CCO Contract Administrator notifying them of the NEMT Rider Guide approval. The CCO may not translate, print or mail NEMT Rider Guide until final approval is granted by OHA.

10. **Translation Requirements:** OAR 410-141-3575 defines "prevalent non-English languages" as all non-English languages that are identified during the eligibility process as the preferred written language by the lesser of: (A) Five percent of the MCE's total OHP enrollment; or (B) One thousand of the MCE's members. If a prevalent language is identified in a CCO service area, the CCO will need to provide written translation of the NEMT Rider Guide in the prevalent language.

Once a final translated copy of the NEMT Rider Guide is available, CCOs must submit the NEMT Rider Guide in the prevalent non-English languages to CCO.MCOTDeliverableReports@odhsoha.oregon.gov. OHA will not review translated materials but will confirm the material is available in the prevalent languages within the service area.