

## Frequently Asked Questions: OPI-M Power Hour

Feb. 25, 2026

### **How does the 100-mile limit work in rural or eastern Oregon where stores and services are far away?**

Community Transportation provided by a Home Care Worker (HCW) or In-Home Care Agency is limited to 100 miles per pay period statewide, including rural areas. If additional transportation is needed, a contracted Community Transportation provider may be used, or a mileage exception may be requested to OPI-M Policy by sending a request to the [OPI-M form](#).

### **How should Assisted Transportation be reflected on the service plan and task list if it is not separately available in Oregon ACCESS or CA/PS?**

Assisted Transportation is captured in the transportation section of the CA/PS assessment. Comments may also be added to the task list to add further clarification of approved tasks as needed. Assisted transportation must also be captured on the PLAN.

### **Can hours be authorized for escort to church or other community activities if hands-on assistance is needed?**

Yes, if there is an assessed ADL or IADL need such as mobility assistance, the time may be authorized as Assisted Transportation. Time is included within the total approved hours. Additional hours should not be authorized for community activities.

**Can a HCW provide transportation to a medical appointment, ride along as support, or drive the consumer's car if ADL assistance is needed at the appointment?**

HCWs or IHCA's may accompany the consumer via another transportation source to medical appointments to provide ADL and IADL care if required via Assisted Transportation, but they cannot receive mileage reimbursement to transport the consumer to medical appointments. APD does not get involved in decisions around the consumer's personal vehicle. IHCA's may have their own policies around this matter. If a consumer's personal vehicle is being used, no mileage should be authorized. Mileage reimbursement is for the paid HCW or IHCA when they are using their vehicle. Time is included within the total approved hours, and additional hours should not be authorized.

**When can a HCW or IHCA claim mileage, including for shopping or community activities?**

Mileage is only reimbursed under Community Transportation and is limited to 100 miles per pay period. Mileage is not reimbursed under Assisted Transportation.

**Can a HCW or IHCA grocery shop without the client and claim time or mileage?**

If grocery shopping is an authorized IADL, the time may be authorized. Mileage may only be reimbursed if it is authorized under Community Transportation and within the 100-mile limit. The consumer is not required to accompany shopping tasks when assistance is required.

**Can a consumer use both contracted transportation providers and HCW/IHCA mileage?**

Consumers cannot receive 100 miles/pay period from a HCW or IHCA in addition to 8 one-way contracted rides. Case managers should split mileage and contracted ride authorizations. For example, if a consumer requests to use 4

one-way contracted rides per pay period, they can still utilize up to 50 miles per paid period from their paid caregiver.

### **Should the case manager confirm that a transportation provider serves OPI-M before authorizing rides?**

Yes, Contracted Transportation must be provided by a Medicaid provider with a valid provider number and must be prior authorized before services are added to the plan. Contracted providers may choose not to provide rides to OPI-M consumers since the match payment they make to the state is higher for these riders.

### **Which counties currently have contracted Community Transportation providers?**

Current contracted providers include Clackamas County, City of Lebanon, Harney County, Lane Transit District, Multnomah County, Rogue Valley Transportation District, Union County, and Washington County. Multnomah and Washington County services are provided by Tri-County Metro.

### **How is transportation handled for OPI-M members who do not have a medical transportation benefit?**

OPI-M consumers without a medical transportation benefit will need to look to natural support, public transportation, or private payment to medical appointments.

### **Can a family member or friend enroll only to receive mileage reimbursement for providing rides?**

No. Approved homecare workers with a provider number cannot claim mileage only without also being assigned and claiming hours for approved ADL and IADL tasks on the service plan.

### **How is transportation addressed in rural areas where transit providers do not pick up at individual's homes?**

Contracted transportation providers are not available in all areas. HCW or IHCA mileage may be authorized under Community Transportation up to 100 miles per pay period. Mileage exceptions may be requested to OPI-M Policy by sending a request to the [OPI-M form](#).

### **Should a caregiver claim mileage when providing Assisted Transportation?**

Mileage may only be claimed if Community Transportation is also approved. Assisted Transportation alone does not include mileage. Time is included in the authorized service hours.

### **Can HCWs provide medical transportation if no vendor is available?**

Community Transportation must be non-medical and provided by a Medicaid provider with prior authorization. The STCs do not expand coverage beyond those parameters. OPI-M consumers without a medical transportation benefit will need to look to natural supports, public transportation, or private payment to medical appointments.

### **Can authorized hours be used if an ADL need, such as toileting, may arise while the individual is out in the community?**

Yes, if the ADL is assessed and authorized, the approved hours may be used when the need arises in the community.

### **If transportation is not captured in CAPS, how should it be documented?**

Comments may be added to the task list to add further clarification of approved tasks as needed.

### **Can a HCW ride along on a contracted ride as a support person?**

Yes, a HCW may accompany the individual if ADL or IADL assistance is authorized. Mileage is not reimbursed for the HCW in this situation. Time is included within the total approved hours, and additional hours should not be authorized.

**Can a HCW drive someone to a medical appointment if ADL assistance is needed once there?**

No. HCWs or IHCAAs may accompany the consumer via another transportation source to medical appointments to provide ADL and IADL care if required, but they cannot receive mileage reimbursement to transport the consumer to medical appointments.

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