



Date: September 18, 2025

To: Coordinated care organizations (CCOs)

From: David Inbody, CCO Operations Director

Subject: Addendum to Notice of Adverse Benefit Determination (NOABD) for Non-Emergent Medical Transportation (NEMT) Services Requirement Update (sent October 21, 2024).

This communication is regarding the following Oregon Administrative Rules (OARs): OAR [410-141-3885\(2\)\(a\)\(C\)](#), OAR 410-141-3885(3)(a)(C), and CCO contract section(s): Exh. B, Part 3, Sec. 4, Exhibit I, Section 3, Paragraph a(1-2). Exh. I, Sec 4, Para b, Subpara (2)(a-b), Exh. I, Sec 4, Para b, Subpara 4(a), Exh. I, Sec 5.

The Oregon Health Authority (OHA) is **waiving the requirement to include the name of the member's primary care provider (PCP), primary care dentist (PCD), or behavioral health professional (BH) for all Grievance and Appeals notices that are pertaining to NEMT Services only.**

This change is effective immediately, as of the date of this memo: September 18, 2025. OHA will not issue any findings for this requirement for Grievance and Appeal notices pertaining to NEMT Services created on or after this date.

This change will be reflected in the 2026 OHA Model NOABD and Notice of Appeal Resolution (NOAR) notice templates, NOABD and Prior Authorization Sample Evaluation Criteria, and the Member Notice Template (MNT) Self-Evaluation Checklist documents. Note: These documents will be posted on the CCO Contract Forms [website](#) during the week of October 1, 2025.

Questions?

If you have general questions about this communication, please contact the Medicaid Quality Assurance Unit email at HSD.QualityAssurance@odhsoha.Oregon.Gov.

If you have questions about NOABD or MNT requirements, please contact Leslie Ayhens, Manager, CCO Quality of Care & Compliance Manager, at Leslie.M.Ayhens@oha.oregon.gov.

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.