



Date: December 11, 2023

To: Coordinated care organizations (CCOs)

From: Dave Inbody, CCO Operations director

Subject: Appointment verification for travel to Substance Use Disorder or Women, Infants and Children services

The Oregon Health Authority (OHA) recently provided visit verification guidance to Non-Emergent Medical Transportation (NEMT) brokerages contracted by OHA to serve fee-for-service (FFS) members. Specifically, OHA requested that FFS NEMT brokerages and providers verify appointments for Substance Use Disorder (SUD) treatment or Women, Infants and Children (WIC) program services with the member, not with the appointment location. Please refer to the OHA FFS [memo](#) for important details.

OHA acknowledges that CCOs have processes for their NEMT Services and Subcontractors that are different than OHA's processes. If the CCO requires appointment verification for travel to SUD or WIC services, OHA strongly encourages the CCO to align with FFS guidance on this matter.

What should you do?

CCOs should communicate their SUD and WIC appointment verification requirements to their NEMT Subcontractors. Nearly all CCOs' NEMT Subcontractors are also contracted by OHA to serve FFS members. NEMT entities will need to adjust their processes to align with OHA and CCO requirements.

Questions?

If you have general questions about this communication, please contact Cheryl Henning, CCO Contracts Administrator, at Cheryl.L.Henning@oha.oregon.gov.

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