



**Date:** April 7, 2020

**To:** Non-Emergent Medical Transportation (NEMT) Brokerages  
Ambulance Providers

**From:** Donny Jardine, Medicaid Transformation Programs manager

**Subject:** COVID-19 Guidance for NEMT – Brokerage Responsibility for Authorizing Non-Emergency Ambulance transports

To ensure members of the Oregon Health Plan have continued access to appropriate services during the COVID-19 pandemic, the Oregon Health Authority (OHA) is clarifying coverage for services using NEMT.

### Why is this happening?

OHA has implemented a temporary Oregon Administrative Rule [410-120-0011](#), to issue direction to providers through guidance documents and memos which override existing OARs during this emergency. This ensures efficient and effective provision of all appropriate and necessary services in accordance with the state and federal authorities issued for the COVID-19 Public Health Emergency.

### What should you do?

**Continue to provide service to clients who need medically necessary trips:** Examples include:

- Appointments for dialysis;
- Chemotherapy/radiation/oncology;
- Daily medication-assisted treatment (MAT) clinics (e.g., methadone treatment);
- Hospital discharges, or
- Other life-saving treatment.

**Continue to authorize medically necessary non-emergency ambulance (NEA) transports:** NEA transports are for individuals who present with symptoms of COVID-19, are suspected COVID-19 cases, or are confirmed COVID-19 cases. Trips to dialysis, chemotherapy/radiation/oncology, daily MAT clinics (e.g., methadone treatment), or other life-saving treatment are considered medically necessary.

- Bill these trips using procedure code A0999.
- Use the [OHP 405T form](#) to authorize non-emergency ambulance transports.

**Please request Personal Protective Equipment through your county's Emergency Operations Center (EOC).** OHA also encourages coordinated care organizations and NEMT brokerages to make such requests on behalf of all NEMT providers within their local networks.

**Please continue to clean and disinfect vehicles** as outlined in [OHA's March 19, 2020 guidance](#).

### Questions?

If you have any questions about this announcement, please email [COVID.19@dhsosha.state.or.us](mailto:COVID.19@dhsosha.state.or.us).

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