



Date: October 6, 2023
To: Coordinated care organizations (CCOs)
From: Dave Inbody, CCO Operations director
Subject: Change to NEMT call center script due 12/15/2023

This communication is about the following Non-Emergent Medical Transportation (NEMT) deliverable in the [2023](#) CCO contract:

- Exhibit B, Part 2, Section 5, Paragraph f (8): The NEMT call center script for the *upcoming contract year* is due by 12/15/2023. The CCO may instead submit an attestation if it will use, without any changes, the script most recently approved by OHA.

The Oregon Health Authority (OHA) will **waive submission of the 2024 NEMT call center script, or associated attestation, as described in the 2023 contract.**

Instead, by 12/1/2023, OHA will provide CCOs with a file that identifies the script content requirements for the 2024 contract. Each CCO must then submit an attestation by 1/2/2024 that its 2024 script meets the content requirements. (This is a different attestation than that which is being waived.)

OHA's decision to change this deliverable is a result of the deliverables redesign work with CCOs. OHA will make this change in the 2024 contract. Also, OHA will change the 2024 contract to note that the CCO must submit its NEMT call center script to OHA upon request.

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.