



Date: June 2, 2022

To: Coordinated Care Organizations

From: Dave Inbody, CCO Operations Manager

Subject: Clarification about NEMT requirement in 2022 contract

This communication is regarding the following Non-Emergent Medical Transportation (NEMT) requirement found in Exhibit B, Part 2, Section 5, Paragraph e. (11) (b) of the 2022 coordinated care organization (CCO) contract:

(b) Contractor shall provide the name and telephone number of the **NEMT driver** [emphasis added] to the Member and confirm the scheduled pick-up time and address with the Member not less than two (2) days prior to the scheduled pick-up time.

In consultation with internal subject matter experts, the Oregon Health Authority (OHA) has re-evaluated this requirement. OHA will regard the CCO as compliant with the 2022 contract if it provides the name and telephone number for either of the following parties to the Member:

(b) Contractor shall provide the name and telephone number of the **NEMT driver or NEMT Provider** [emphasis added] to the Member and confirm the scheduled pick-up time and address with the Member not less than two (2) days prior to the scheduled pick-up time.

OHA will make this change in the 2023 CCO contract restatement.

Questions?

If you have questions about this communication, please contact Cheryl Henning, CCO Contracts Administrator and Interim DCO Contracts Administrator, at Cheryl.L.Henning@dhsosha.state.or.us.

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