HEALTH SYSTEMS DIVISION

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Date: September 15, 2023

To: Fee-for-service (FFS) non-emergent medical
transportation (NEMT) brokerages

CC: Coordinated care organizations (CCOs)

From: Dave Inbody, CCO Operations director
Nathan Roberts, Hospital and Professional Services Policy manager
Medicaid Programs

Subject: Reimbursement for denied FFS NEMT claims related to July 2023 member disenrollment error

The Oregon Health Authority (OHA) has decided to pay FFS brokerages for claims that denied due to a retroactive disenrollment error for dates of service from July 14 through July 20, 2023.

Why is this happening?
OHA found that 2,411 members were retroactively disenrolled from their CCOs due to a data error associated with Oregon State Hospital admission. OHA found this error July 17, 2023. OHA corrected this error July 20, 2023, restoring these members with their original CCO enrollment.

From July 14 through July 20, 2023, these members had FFS coverage. During this time, FFS brokerages served some of these members and billed OHA for the services. However, since OHA had restored CCO enrollment for these members, OHA's claim system denied the claims.

What should you do?
Please submit a spreadsheet of denied FFS claims for NEMT services provided July 14 through July 20, 2023 for affected members. Send the spreadsheet via secure email to Awab Al-Rawe, CCO Services Manager, at awab.al-rawe@oha.oregon.gov. Include the following information in the spreadsheet:
- Date(s) of service
- Procedure codes
- Member IDs
- Billed amounts
- Billing provider ID

Questions?
Please contact Operations and Policy Analyst Jenni Claiborne or Michelle Meuwissen.

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