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To: Non-emergent medical transportation (NEMT)
brokerages
Coordinated care organizations (CCOs)

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Subject: NEMT call center closure requests not required for observed holidays

NEMT brokerages may close their call centers on these six holidays **without** prior approval from the Oregon Health Authority (OHA):

- New Year's Day
- Independence Day
- Thanksgiving Day
- Memorial Day
- Labor Day
- Christmas Day

This is permitted under OAR [410-136-3020\(13\)\(a\)](#) for fee-for-service (FFS) brokerages and Exh. B, Part 2, Sec. 5 f. (2) of the [2022 CCO contract](#) for CCO-contracted brokerages.

OHA interprets the permission specified in rule and contract to also apply to the **observed** dates for these holidays. If the holiday occurs on a Saturday, then the preceding Friday is the observed holiday. If the holiday occurs on a Sunday, then the following Monday is the observed holiday.

What should you do?

As previously noted in [November 22, 2021, operational guidance to FFS NEMT brokerages and CCOs](#):

To request call center closures outside the holidays permitted by rule and contract, submit a written request at least 30 days in advance of the requested date.

- FFS brokerages should email requests to Medicaid.Programs@odhsoha.oregon.gov.
- If also contracted by a CCO, submit requests to the CCO. The CCO will then submit the request to OHA. OHA will coordinate each request appropriately.

As required by OAR 410-136-3020(13)(b), ensure timely access to rides on all call center closure dates by:

- Making reasonable efforts for clients to have access to available NEMT services 24 hours per day.
- Providing a recording or answering service referring clients directly to subcontractors.

- Providing clients with recorded information about service hours and how to reach emergency services.

FFS brokerages should also:

- Provide the closure recording in both English and Spanish, at a minimum.
- Provide an opportunity for the caller to leave a message and assure the caller that they will receive a return call by the next business day (if the message is discernible and includes a valid phone number).
- Ensure the caller does not need to place a second call to reach an answering service or other method for handling calls on dates the call center is closed.

These actions are specified in contract for CCO call centers and may already be standard practice for FFS brokerages contracted by CCOs.

Brokerages' call center procedures and training should already include this guidance.

Questions?

- **FFS brokerages:** Please contact Medicaid Program Unit at Medicaid.Programs@odhsoha.oregon.gov.
- **Brokerages contracted by CCOs:** [Contact the CCO](#).

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