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Date: July 17, 2023^1
To: Coordinated care organizations (CCOs)
From: Dave Inbody, CCO Operations director
Subject: Collaboration between CCOs and NEMT subcontractors for out of area members

This communication is regarding the Oregon Health Authority's (OHA) recommendation to encourage collaboration between CCOs and their non-emergent medical transportation (NEMT) subcontractors^2 to serve members who are temporarily located outside of the CCO's service area. OHA received positive feedback from CCOs and their NEMT subcontractors on this recommendation in the Q2 Joint CCO NEMT meeting.

In support of this recommendation, OHA has compiled the contact information for CCO and NEMT subcontractor staff who can facilitate collaboration to serve out of area members. The concept is like that for out of area service authorizations. For example: If a member enrolled in CCO Y is temporarily located in CCO Z's service area, then CCO Y and CCO Z (or their NEMT subcontractors, depending on each CCO's NEMT subcontract) would collaborate for CCO Z to provide rides for the member and then get reimbursed by CCO Y.

Table with 3 columns: CCO, CCO Contacts, and NEMT Subcontractor Contacts. Rows include Advanced Health, AllCare CCO, Cascade Health Alliance, and Columbia Pacific CCO.

^1 Updated on August 8, 2023, to add NEMT subcontractor contacts for Cascade Health Alliance.

^2 OHA uses the term "NEMT subcontractor" to identify the third-party subcontracted by a CCO to provide NEMT services under the CCO contract. Some of these same parties are also directly contracted by OHA to provide NEMT services for FFS members; OHA uses the term "NEMT brokerage" in this context.

<i>CCO</i>	<i>CCO Contacts</i>	<i>NEMT Subcontractor Contacts</i>
Eastern Oregon CCO	n/a	Kate Neuberger kneuberger@gobhi.org Vanesa Gonzalez vgonzalez@gobhi.org Kris Boler kboler@gobhi.org
Health Share of Oregon	San SunOwen sunowens@careoregon.org Jen Martinek martinekj@careoregon.org	n/a
InterCommunity Health Network	Britny Chandler bchandler@samhealth.org	Danny Magana DMagana@ocwcog.org Cassandra Atlas CAAtlas@ocwcog.org
Jackson Care Connect	San SunOwen sunowens@careoregon.org Jen Martinek martinekj@careoregon.org	Tim Fountain tfountain@rvtd.org Cory Benton cbenton@rvtd.org
PacificSource Community Solutions <i>All 4 service areas</i>	Karly Green karly.green@pacificsource.com Nicole Carcich nicole.carcich@pacificsource.com	n/a
Trillium Community Health Plan <i>Lane, partial Douglas and Linn</i>	Orren Johnson ORJOHNSON@TrilliumCHP.com Kristin Pineda Kristin.Pineda@TrilliumCHP.com Jessie Merriam Jessiecca.M.Merriam@trilliumchp.com	RideSource ridesource@ltd.org
Trillium Community Health Plan <i>Tri-County</i>	Orren Johnson ORJOHNSON@TrilliumCHP.com Kristin Pineda Kristin.Pineda@TrilliumCHP.com Jessie Merriam Jessiecca.M.Merriam@trilliumchp.com	Emilio Ramirez ERamirez@mtm-inc.net
Umpqua Health Alliance	Naomi Brazille nbrazille@umpquahealth.com	Nina Corrie nina.corrie@baycitiesambulance.com
Yamhill Community Care	n/a	Cori Walter cori.walter@transdev.com cori.walter@firstgroup.com

Questions?

For general questions about this communication, please contact Cheryl Henning, CCO Contracts Administrator, at Cheryl.L.Henning@oha.oregon.gov.

For specific questions or to update your CCO or NEMT subcontractor contact(s), please contact Awab Al-Rawe, CCO Services Manager, at Awab.Al-Rawe@oha.oregon.gov.

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