



Date: November 22, 2021

To: Non-emergent medical transportation (NEMT) brokerages

From: Donny Jardine, Medicaid Transformation Programs Manager
David Inbody, CCO Operations Manager

Subject: Fee-for-service (FFS) NEMT call center closure requests and operational guidance

The Oregon Health Authority (OHA) has received requests from FFS brokerages to close their call centers on days not currently permitted by Oregon Administrative Rule (OAR). These requests are primarily for closures on upcoming observed holidays. OHA is providing this guidance to communicate its expectations of FFS brokerages when such closure requests are approved.

Why is this happening?

OAR [410-136-3020](#)(13)(a) requires FFS brokerages to operate from 9 a.m. to 5 p.m., Monday through Friday. Brokerages may close their call centers on these holidays without approval from OHA:

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

NEMT call centers may also close on additional days if approved by OHA. The same requirements apply to CCO NEMT call centers and are described in Exh. B, Part 2, Sec. 5 (f)(2) of the [CCO contract](#).

What should you do?

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 Donny Jardine at Donald.Jardine@dhs.oha.state.or.us.
- 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 dates call centers are closed 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.

Also update call center procedures and training to include this updated guidance.

Questions?

- **FFS brokerages:** Please contact Donny Jardine, Medicaid Program Unit Transformation Programs Manager, at Donald.Jardine@dhsosha.state.or.us.
- **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.