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Date: August 5, 2020

To: Coordinated Care Organizations

From: Dave Inbody, CCO Operations Manager

Subject: NEMT accident/incident reports

This communication is notice of the Oregon Health Authority's (OHA) decision to change the submission timeframe for the deliverable described below in the coordinated care organization (CCO) 2.0 contracts effective October 1, 2019:

- Exhibit B, Part 2, Section 5 d. (15) (a): This sub-section describes the requirement for CCOs to submit reports of Non-Emergent Medical Transportation (NEMT) accidents and incidents to OHA within twenty-four (24) hours of becoming aware of the accident/incident. Also, it specifies submission of such reports by email but does not provide the email address for submitting the reports.

OHA hereby changes the submission timeframe for NEMT accident/incident reports to within two (2) Business Days of the CCO becoming aware of the accident/incident. This change does not relieve the CCO of any other requirement relating to NEMT accident/incident reports as described in the CCO 2.0 contract. The email address for submitting these reports is CCO.MCOCODeliverableReports@dhsaha.state.or.us. The reports must be submitted by the CCO, not by its subcontractor.

Both of these changes will be made in the 2021 CCO Contract, the final draft of which will be provided to CCOs by August 21, 2020.

Questions?

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

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