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To: Coordinated care organizations (CCOs)

From: Nathan Roberts, Hospital and Professional Services Policy manager
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Subject: CCOs may not use the presence of a caregiver as a reason to deny power wheelchair coverage

The Oregon Health Plan covers power wheelchairs (PWCs) for members who meet criteria in Oregon Administrative Rule (OAR) [410-122-0325](#). When determining PWC coverage for CCO members, CCOs must consider all circumstances allowed in this OAR.

Members may qualify for a PWC for various reasons, regardless of whether they have a caregiver to help with mobility-related activities of daily living.

- OAR 410-122-0325(1)(a)(H) allows PWC coverage when the member has sufficient mental and physical capabilities to safely operate the PWC. This is true even if they have a caregiver.
- OAR 410-122-0325(1)(a)(I) allows PWC coverage when the member cannot safely operate the PWC, their caregiver cannot adequately propel a manual wheelchair, and the caregiver is available, willing, and able to safely operate the PWC.

The presence or availability of a caregiver does not reduce or eliminate the member's need for an appropriate PWC. CCOs may not use the caregiver's presence as the sole reason to deny PWC coverage.

Why is this happening?

Oregon Health Authority (OHA) has learned of several instances where CCOs used the presence of the member's caregiver as a reason to deny a PWC. In these instances, OHA found CCOs did not consider the above OAR in total before denying PWC coverage.

What should you do?

Please ensure that any staff or contractors making PWC coverage decisions for your CCO fully consider the provisions of OAR 410-122-0325, even if the member has a caregiver present.

Questions?

If you have any questions about this announcement, please feel free to reach out to Kelly Jamison at Kelly.JAMISON@oha.oregon.gov.

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