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**Date:** May 16, 2024

**To:** Fee-for-service (FFS) non-emergent medical transportation (NEMT) brokerages and providers

**From:** Nathan Roberts, Health and Professional Services Policy manager  
Medicaid Programs

**Subject:** New option for verifying substance use disorder (SUD) treatment appointments

Effective immediately, Oregon Health Authority (OHA) offers brokerages two options for verifying SUD treatment appointments for Oregon Health Plan (OHP) members:

**Option 1:** As described in the [December 2023 memo](#) (confirmation with member only; no separate confirmation of SUD appointments with the provider).

**Option 2:** Verify follow-up appointments and conduct post-visit verifications with the provider. To use this option, allow sufficient time for the provider to obtain a Release of Information (ROI) from the member. The provider keeps the ROI on file. The brokerage is not required to keep a copy.

- Confirm the initial set of SUD appointments with the member only. Follow your usual policy to determine the number of rides for the initial authorization.
- To approve future rides, brokerages may separately verify SUD appointments with the provider if they have an ROI on file.
- For post-visit verifications, follow your usual process. Work with the provider as needed. The provider must have an ROI on file to release post-visit verification information.

### Why is this happening?

Some brokerages proposed Option 2 to align their processes for coordinated care organization (CCO) and fee-for-service (FFS) members. OHA finds it reasonable to offer both verification options for brokerages.

### What should you do?

Decide which verification option your brokerage will use when arranging rides for SUD treatment appointments.

### Questions?

- **FFS brokerages:** Please contact Operations and Policy Analyst [Jenni Claiborne](#) or [Michelle Meuwissen](#).
- **CCO brokerages:** Please [contact the member's CCO](#).

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