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To: Non-emergent medical transportation (NEMT) brokerages

Cc: Coordinated care organizations (CCOs)

From: Dave Inbody, CCO Operations director
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Medicaid Programs

Subject: Private commercial transportation options for NEMT

Oregon Health Authority (OHA) offers brokerages the following ways to expand NEMT driver capacity:

- Members can hail rides from taxicab companies and transportation network companies (TNCs) like Uber and Lyft, then request reimbursement directly from the brokerage. Brokerages may use this option through December 31, 2023.
- Brokerages can participate in a 12-month pilot program to establish direct contracts with TNCs. Brokerages would then engage the TNCs at their discretion to schedule rides for members. This pilot will begin January 1, 2024.

During the pilot program, OHA will evaluate current rules and policies, and collect feedback about whether the use of TNCs helps address the challenges posed by same-day ride requests and last-minute cancellations by both drivers and members. OHA staff will also connect brokerages and TNCs in October and November. The Centers for Medicare & Medicaid Services confirmed that OHA has the authority to implement this pilot program. OHA will share more details in the next few weeks.

What should you do?

OHA encourages brokerages to:

- Meet with TNCs to discuss establishing contracts, expectations, utilization and any other concerns.
- Use TNCs when regular NEMT is not available and TNC is the least costly, most appropriate option.

Brokerages must also continue to:

- Screen for primary options, including members driving themselves, or family members driving them.
- Verify that the appointment is for a Medicaid-covered service.

Questions?

- **FFS brokerages:** Please contact [Michelle Meuwissen](mailto:Michelle.Meuwissen@oha.gov) (541-551-4973) or [Jenni Claiborne](mailto:Jenni.Claiborne@oha.gov) (503-551-4384).
- **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.