

## Memorandum

**To:** Coordinated care organizations (CCOs), non-emergent medical transportation (NEMT) brokerages, and transportation providers

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

**Date:** April 1, 2025

**Subject:** Billing and process changes to support assessment of Oregon's NEMT Transportation Network Companies (TNC) Pilot Program

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Effective April 1, 2025, Oregon Health Authority (OHA) will require the following change for CCOs and NEMT brokerages that participate in the TNC pilot program:

- Include the billing modifier “Q2” on all claims for NEMT services provided by a TNC (e.g., Lyft or Uber) to distinguish TNC claims from other NEMT claims. This modifier on claims will help Oregon Health Authority (OHA) distinguish NEMT services delivered under the TNC pilot from those delivered by the traditional NEMT network. Differentiating the type of driver is crucial.

This change will support data collection needed to assess the TNC pilot and may reduce the amount of data that CCOs and brokerages must report to OHA.

### What should you do?

To support OHA's assessment of the TNC pilot program, please be sure to:

- Include Q2 modifier on any claims for NEMT services provided through Uber or Lyft on or after April 1, 2025.
- Review the following list of TNC pilot measures and ensure you maintain sufficient records to report on these measures when requested by OHA.
- Contact [David Simnitt](#) by Friday, April 11 to set up regular check-in meetings.

## Questions?

Please contact [David Simnitt](#) (503-451-0008) or OHA Operations and Policy Analyst [Rachael Manley](#) (503-945-5772).

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

## TNC pilot measures

Measure:	Source responsible for reporting:	Included in reporting for:
Total number of NEMT rides provided	CCO and FFS Brokerages	CCO Quarterly and FFS Monthly Reporting
Total number of TNC rides provided	CCO and FFS Brokerages	CCO Quarterly and FFS Monthly Reporting
Total number of OHP members served	CCO and FFS Brokerages	CCO Quarterly and FFS Monthly Reporting
Total utilization rate by OHP members	CCO and FFS Brokerages	CCO Quarterly and FFS Monthly Reporting
TNC ride destination (e.g., urgent care, oral health, BH clinic, etc.)	CCO and FFS Brokerages involved with TNC pilot	CCO Quarterly and FFS Monthly Reporting for TNC Pilot Participants
Rate of same day rides requested/scheduled	CCO and FFS Brokerages	CCO Quarterly and FFS Monthly Reporting for TNC Pilot Participants
Rate and type of any reported dissatisfaction about the NEMT program	CCO and FFS Brokerages involved with TNC pilot	CCO Quarterly and FFS Monthly Reporting for TNC Pilot Participants
Rate and type of any reported dissatisfaction specific to TNC providers	CCO and FFS Brokerages involved with TNC pilot	CCO Quarterly and FFS Monthly Reporting for TNC Pilot Participants
Nature of reported dissatisfaction specific to TNC providers and how resolved	CCO and FFS Brokerages involved with TNC pilot	CCO Quarterly and FFS Monthly Reporting for TNC Pilot Participants
Age ranges of OHP members who utilize TNC rides	CCO and FFS Brokerages involved with TNC pilot	CCO Quarterly and FFS Monthly Reporting for TNC Pilot Participants
Distance from initial pickup to destination for TNC rides	CCO and FFS Brokerages involved with TNC pilot	CCO Quarterly and FFS Monthly Reporting for TNC Pilot Participants

<b>Measure:</b>	<b>Source responsible for reporting:</b>	<b>Included in reporting for:</b>
Number of TNC rides where language access supports were needed AND were provided	CCO and FFS Brokerages involved with TNC pilot	CCO Quarterly and FFS Monthly Reporting for TNC Pilot Participants