



Date: November 24, 2021

To: Fee-for-service (FFS) and coordinated care organization (CCO) non-emergent medical transportation (NEMT) providers

From: Donny Jardine, Medicaid Transformation Programs Manager
David Inbody, CCO Operations Manager

Subject: Clarification regarding flexibility to use private commercial transportation options

In September, the Oregon Health Authority (OHA) explained how [brokerages may choose to offer private commercial transportation options during the COVID-19 public health emergency](#). This announcement clarifies that brokerages may offer this option only after:

- Screening the member for all other NEMT options compliant with 410-136 Oregon Administrative Rules (OARs); and
- Determining private commercial transportation is the least costly, most appropriate mode of transportation available.

Why is this happening?

OHA is ensuring individuals are accessing medically necessary services using NEMT provider options, compliant with all NEMT OARs, prior to authorizing transport using TNC drivers. Use of TCN drivers is only effective through the end of the presidentially declared public health emergency.

What should you do?

In accordance with the long-standing requirement of arranging for the least costly, most appropriate mode of transportation, the brokerage should:

- Screen members for all ride options compliant with OAR 410-136, including driving themselves, or having family members drive them.
- Ensure members are aware of mileage reimbursement options and can easily access reimbursement processes.
- Maintain documentation that all ride options compliant with OAR 410-136 have been exhausted.
- Verify the appointment is for a Medicaid-covered service.
- Approve the least costly, most appropriate mode of transportation available.

If approving private commercial transportation:

- Explain to the member that after taking the ride, they should submit receipts and other necessary paperwork to the brokerage to request reimbursement as outlined in OAR [410-136-3240\(2\)](#) and OAR [410-141-3960\(4\)](#).
- Facilitate and expedite reimbursement to members for these rides.

Questions?

- **FFS brokerages:** Please contact Donny Jardine, Medicaid Program Unit, Transformations Program Manager at donald.jardine@dhsosha.state.or.us or 503.422.5102.
- **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.