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Memorandum

To: Coordinated care organizations (CCO)

From: David Inbody, CCO Operations director

Date: Sept. 28, 2026

Subject: Non-Emergency Medical Transportation Data Guidance for the Healthier Oregon Transition

This memo provides guidance about:

- The Non-Emergency Medical Transportation (NEMT) data CCOs must submit for Healthier Oregon members, and
- When and how CCOs will need to submit this data.

This is the first of four guidance memos about data submissions required to support member transitions to the Open Card program effective Jan. 1, 2027. Future memos will include guidance about:

- Care Coordination,
- Health-Related Social Needs (HRSN), and
- Prior Authorization.

Why is this happening?

CCOs' timely submission of NEMT data will help ensure Open Card NEMT brokerages will be ready to fulfill requests for 2027 service dates. Per OAR 410-141-3920, members can schedule transport for up to 90 days before the service date. This means Open Card

brokerages must be ready to accept requests for 2027 service dates as soon as Oct. 1, 2026.

What should you do?

Please submit NEMT data to Oregon Health Authority (OHA) as described below.

NEMT information to provide:

Any notes by NEMT brokerages to support access for Healthier Oregon members receiving NEMT services, such as:

- Language access needs,
- Directions to locate members residence,
- Front seat requests,
- Any other accommodations (e.g., wheelchair vehicle with a ramp vs. a lift), and
- Ongoing service modifications for members.

Data scope and date range:

CCOs must provide this information for any Healthier Oregon member who received NEMT services after Dec. 31, 2025, from the CCO's NEMT brokerage in the member's county of residence.

If the CCO's brokerage also serves Open Card members, they do not need to send OHA the NEMT's notes about member access needs. CCOs that should not need to share information include:

- Jackson Care Connect
- Cascade Health Alliance
- InterCommunity Health Network
- Health Share of Oregon
- Yamhill Community Care

How to submit the data:

Use the [Healthier Oregon Members NEMT Template](#). Submit completed templates through the [CCO Contract Deliverable Portal](#). Use the following naming convention for each submission:

- NEMT HOT_ Details_[CCO Name]_[Date YYYYMMDD]

When to submit the data:

Initial submission

The initial submission for all relevant Healthier Oregon members to date is Friday, Oct. 9, 2026. But since members can begin scheduling 2027 services on Oct. 1, 2026, OHA asks CCOs to send their initial submission as soon as possible. The CCO Contract Deliverable Portal is now open for these submissions.

CCOs may phase their submissions in batches of 50 or more. If doing so, OHA suggests that CCOs prioritize members who:

- Have most recently used NEMT or
- Are most likely to schedule services in January 2027.

CCOs that choose the phased approach must share their proposed submission timeline to Rachael Manley (contact information below).

Follow-up submissions

If any Healthier Oregon members happen to use NEMT services for the first time after Oct. 9, 2026, CCO must share data about these new NEMT users by the next available due date listed below.

- Oct. 23, 2026
- Nov. 6, 2026
- Nov. 20, 2026
- Dec. 4, 2026
- Dec. 18, 2026
- Dec. 30, 2026
- Jan. 15, 2027
- Jan. 29, 2027

Questions?

For questions about this data request, please email Rachael Manley, NEMT Operations and Policy Analyst Lead, at rachael.manley@oha.oregon.gov.

For questions about the Healthier Oregon transition, please email Stephen White, CCO Services Manager, at stephen.c.white@oha.oregon.gov.

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