



HEALTH SYSTEMS DIVISION

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To: Oregon Health Plan providers

CC: Coordinated care organizations (CCOs)
Non-emergent medical transportation (NEMT) brokerages
Ambulance providers

From: Lori Coyner, Medicaid Director

Subject: NEMT stretcher van transports during the COVID-19 emergency

Effective immediately, the Oregon Health Authority (OHA) will allow stretcher vans to provide ground non-emergency medical transportation that ambulance services would normally provide during the COVID-19 Public Health Emergency, unless the ordering provider/discharging facility deems ambulance service medically necessary for patient safety.

This flexibility is granted under Oregon Administrative Rule (OAR) 410-120-0011: Effect of COVID-19 Emergency Authorities on Administrative Rules.

Why is this happening?

This will help ensure Oregon Health Plan (Medicaid) members are not encountering delayed or cancelled rides based on limited, or lack of, vehicle availability; and allow local emergency management systems (EMS) to use ambulances to be for 911 calls and other emergency services.

What should you do?

While the decisions regarding medical necessity and appropriate use of limited EMS resources lie ultimately with the discharging facility, patient safety remains the top priority.

- Please evaluate each case on a situational basis under sections (1) and (3) of OARs [410-141-3945: Transportation - Ground and Air Ambulance Transports](#) (for coordinated care organization members) and [410-136-3160: Ground and Air Ambulance Transports](#) (for fee-for-service members). Note that use of stretcher cars is consistent with rules regarding NEMT, found in OAR 410-136.
- Work with your local NEMT brokerages to arrange for appropriate modes of transport.

Questions?

- **About fee-for-service coverage:** Contact Provider Services at 800-336-6016 or dmap.providerservices@dhs.oha.state.or.us.
- **About coordinated care organization (CCO) coverage:** Contact the member's CCO.

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