# NEMT Rider Guide Submission and Review Guidelines

CCOs must have written policies and procedures regarding its non-emergency medical transportation (NEMT) services. The CCO's policies and procedures must be included in their Member Handbook, posted on the CCO's website with a working link, and included in the CCO's other general information materials. The Rider Guide must also comply with all of the same accessibility and other specifications required in the member handbook.

1. **Submission Date:** NEMT Rider Guides are due to OHA for review and approval (i) annually, not earlier than September 1 and not later than November 1 with any and all updates, new, or corrected information that will be in effect for the upcoming Contract Year; (ii) upon any material change prior to or after initial review and approval by OHA; and (iii) within five (5) Business Days after request by OHA as may be made from time to time.

2. **Evaluation Criteria and Guidance:** OHA's evaluation criteria and guidance must be released 90 days in advance of the deliverable due date. OHA has updated the NEMT Rider Guide evaluation criteria for the 2023 NEMT Rider Guides submission. The criteria included in the *2023 NEMT Rider Guide Evaluation Criteria* (Excel document) will be used by OHA to evaluate the member handbook submissions. The NEMT Rider Guide must address all criteria outlined by OHA. The CCO must validate the accuracy of any regulatory and/or contractual references included in the NEMT Rider Guide prior to submission for review and approval.
CCOs should follow the submission and review guidelines included in this document to assist with OHA's review of the NEMT Rider Guide.

3. **Technical Assistance:** OHA is available for technical assistance prior to submission of the NEMT Rider Guide and during the re-submission process. Please email all technical assistance requests to OHA Quality Assurance team via email at HSD.QualityAssurance@dhsoha.state.or.us.

4. **Delivery Method:** NEMT Rider Guide shall be submitted between September 1 and November 1 to OHA via email at CCO.MCODeliverableReports@dhsoha.state.or.us

   In addition, the CCO must complete columns D in the document titled *2023 NEMT Rider Guide Criteria* (Excel) and return to the OHA QA unit via email at HSD.QualityAssurance@dhsoha.state.or.us. Please note: OHA QA will return NEMT Rider Guide submissions to the CCO if the following occur: 1)the NEMT Rider Guide is not accompanied by the completed Excel spreadsheet; or 2) the designated columns in the Excel spreadsheet are not completed with the requested information.

5. **Format and Formatting Requirements:**
   a. Use naming convention CCO_NameOfDeliverable_Version_YYYYMMDD. The date should be the date the CCO submits the deliverable to OHA. (ex: YCCO_RiderGuide_v01_20220315
   b. The NEMT Rider Guide must be submitted to CCO.MCODeliverableReports@dhsoha.state.or.us in Word format. The QA unit will allow those CCOs with extenuating circumstances to submit in another format if they have any issues with a Word submission. Please submit extenuating circumstance to the QA unit at HSD.QualityAssurance@dhsoha.state.or.us prior to the submission of the NEMT Rider Guide.

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    c.   Include page numbers in the NEMT Rider Guide.

    d.   All OAR and CFR citations should be accompanied by an explanation of the information/requirement(s) in the state or federal rule. The CCO should not cite an OAR or CFR without any additional information or summary of the OAR requirement(s).

    e.   Ensure the NEMT Rider Guide is member friendly and easy-to-follow. The NEMT Rider Guide should include a table of contents, make use of graphics and white space, group similar information in the same section, and be organized in an easy to understand manner.

6. **Readability:** Prior to submitting, CCO must ensure NEMT Rider Guide is at a 6th grade reading level (between 6.0-6.9). OHA uses the Flesch-Kincaid Readability Scale via the spelling and grammar check function in Microsoft Word. Please reference the list of items that can be excluded from the readability calculation in the document titled *2023 NEMT Rider Guide Evaluation Criteria* (excel).

7. **Identification of 2023 Changes:** The CCO must use track changes or highlight revisions made to the 2023 NEMT Rider Guide submission that were not included in the approved 2022 NEMT Rider Guide. If the CCO does not include track changes or highlight text, OHA QA will return the submission to the CCO and request the NEMT Rider Guide be resubmitted.

8. **OHA Evaluation Results**

    a.   **OHA scoring:** Each element will be scored with either a "score=1" for met or "score=0" for not met. Each element must be fully met to score a "1". All compliant elements will be tallied to determine the overall percentage of compliance. The CCO will have to achieve 100% compliance to obtain OHA approval

    b.   **Required changes**: The Quality Assurance team will provide each CCO with their individual evaluation results via email. OHA QA reviewers will complete the OHA comments column in the *2023 NEMT Rider Guide Evaluation Criteria* (Excel) document. Unless otherwise indicated, all requested edits are required, and all comments must be addressed. To limit the number of re-submissions, please do not resubmit to the Quality Assurance team until <u>ALL</u> required changes and comments have been addressed. The Quality Assurance team will identify any other required edits not already captured in the evaluation criteria (e.g., format, structure of document, grammar, etc.). OHA will score those additional edits using the scoring described above.
OHA is available to provide technical assistance upon receipt of OHA's evaluation. Please email all technical assistance requests to OHA Quality Assurance team via email at HSD.QualityAssurance@dhsoha.state.or.us.

    c.   **Re-submission delivery method:** revised NEMT Rider Guide must be submitted to CCO.MCODeliverableReports@dhsoha.state.or.us. The CCO must also complete the designated columns in the document titled *2023 NEMT Rider Guide Evaluation Criteria* (Excel) and return to the OHA QA unit via email at HSD.QualityAssurance@dhsoha.state.or.us.

    d.   **Review timeframes**: OHA will complete the initial review of the 2023 NEMT Rider Guide within 30 days of receipt. OHA recommends CCOs submit the 2023 NEMT Rider Guide as early as possible within the submission timeframe (September 1 – November 1) to allow enough time to the CCO to submit the approved NEMT Rider Guide for translation, printing and mailing.

OHA will complete the evaluation of each NEMT Rider Guide re-submission (after the first review) within two weeks of receipt. Please note numerous re-submissions to address the corrections in OHA's original evaluation will impact the CCO's overall timeline for translation, printing, and distribution of the NEMT Rider Guide.

9. **Final Approval:** A CCO may be granted conditional or final approval.
   a. Conditional approval: A CCO may be granted a conditional approval if a minor change is required to the NEMT Rider Guide that does not involve substantive changes (e.g., Transition of Care policy must be posted to the CCO webpage; web links need to be active). If conditional approval is granted, the CCO must provide evidence to the OHA Quality Assurance unit to resolve the partially met finding for the element and receive final approval. The CCO may move the NEMT Rider Guide forward to translation and printing before final approval is granted.
   b. Final approval: A final clean copy must be emailed to CCO.MCODeliverableReports@dhsoha.state.or.us for final approval. Final approval will be granted, and a communication will be sent to the CCO Contract Administrator notifying them of the NEMT Rider Guide approval. Unless a CCO receives conditional approval, the CCO may not translate, print or mail NEMT Rider Guide until final approval is granted by OHA.

10. **Translation Requirements:** OAR 410-141-3575 defines "prevalent non-English languages" as all non-English languages that are identified during the eligibility process as the preferred written language by the lesser of: (A) Five percent of the MCE's total OHP enrollment; or (B) One thousand of the MCE's members. If a prevalent language is identified in a CCO service area, the CCO will need to provide written translation of the member handbook in the prevalent language.
    Once a final translated copy of the NEMT Rider Guide is available, CCOs must submit the NEMT Rider Guide in the prevalent non-English languages to OHA Quality Assurance team via email at HSD.QualityAssurance@dhsoha.state.or.us. OHA will not review translated materials but will confirm the material is available in the prevalent languages within the service area.