

NEMT 2022 NEMT Policies and Procedures Submission and Review Guidelines



CCOs must have written policies and procedures regarding their non-emergency medical transportation (NEMT) services.

1. **Submission Date:** NEMT Policies and Procedures are due to OHA for review and approval (i) annually, by February 3, 2022 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 Policies and Procedures evaluation criteria for the 2022 NEMT Policies and Procedures submission. The criteria included in the *2022 NEMT Policies and Procedures Evaluation* (Excel document) will be used by OHA to evaluate the NEMT Policies and Procedures submissions. The NEMT Policies and Procedures must address all criteria outlined by OHA. The CCO must validate the accuracy of any regulatory and/or contractual references included in the NEMT Policies and Procedures 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 Policies and Procedures.
3. **Technical Assistance:** OHA is available for technical assistance prior to submission of the NEMT Policies and Procedures and during the re-submission process. Please email all technical assistance requests to CCO.MCOTDeliverableReports@dhsosha.state.or.us.
4. **Delivery Method:** NEMT Policies and Procedures shall be submitted by February 3, 2022 to OHA via email at CCO.MCOTDeliverableReports@dhsosha.state.or.us. In addition, the CCO must complete columns D and E in the document titled *NEMT Policies and Procedures Evaluation* (Excel document) and return the Excel spreadsheet to the deliverable email at CCO.MCOTDeliverableReports@dhsosha.state.or.us.
Please note: OHA will return NEMT Policies and Procedures to the CCO if the following occur:
 - 1) The NEMT Policies and Procedures is not accompanied by the completed Excel spreadsheet.
 - 2) The designated columns in the Excel spreadsheet are not completed with the requested information.
5. **Format and Formatting Requirements:**
 - a. We strongly encourage the use of the following naming convention **CCO_NameOfDeliverable_Version_YYYYMMDD**. The date should be the date the CCO submits the deliverable to OHA.
(ex: **YCCO_NEMT Policies and Procedures_v01_20220131**)
 - b. Include page numbers in the NEMT Policies and Procedures.
 - c. All OAR and CFR citations included in the P&P 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).
7. Ensure the NEMT Policies and Procedures are easy-to-follow.
Identification of 2022 Changes: The CCOs are strongly encouraged to track changes or highlight

revisions made to the 2022 NEMT Policies and Procedures submission that were not included in the approved 2021 NEMT Policies and Procedures.

8. **OHA Evaluation Results**

- a. **OHA scoring:** Each element will be scored with either a "score=1" for met or "score=0" for partially or 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:** OHA will provide each CCO with their individual evaluation results via email. OHA reviewers will complete the OHA comments column in the *2022 NEMT Policies and Procedures Evaluation* (Excel document). Unless a comment has been noted as a recommendation, all edits are required, and all comments must be addressed.

To limit the number of re-submissions, please do not resubmit to OHA until ALL required changes and comments have been addressed. 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 CCO.MCOCDeliverableReports@dhsoha.state.or.us.

- c. **Re-submission delivery method:** revised NEMT Policies and Procedures must be submitted to CCO.MCOCDeliverableReports@dhsoha.state.or.us. The CCO must complete the designated columns in the document titled *2022 NEMT Policies and Procedures Evaluation* (Excel document) and return the Excel spreadsheet to the deliverable email at CCO.MCOCDeliverableReports@dhsoha.state.or.us.
- d. **Review timeframes:** OHA will complete the initial review of the 2022 NEMT Policies and Procedures within 30 days of receipt. OHA will complete the evaluation of each NEMT Policies and Procedures re-submission (after the first review) within two weeks of receipt.