Other formats and languages

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NEMT Access for Healthier Oregon Members

As of Jan. 1, 2027, all Healthier Oregon members will transition from coordinated care organization (CCO) enrollment to Open Card enrollment. All Healthier Oregon members will still have access to their Non-Emergent Medical Transportation (NEMT) benefit. However, depending on where they live, members may have a new brokerage for arranging NEMT services starting January 1.

An NEMT brokerage is an organization or company that helps arrange transportation services dispatch transportation providers for eligible members. The brokerage is the member's contact for scheduling NEMT services.

90 days advance scheduling

Members can schedule NEMT services up to 90 days in advance. Dependent on the county the member resides in, the member may have a new Open Card NEMT brokerage as of Jan. 1, 2027. Please see the table below to identify CCO and Open Card NEMT Brokerages by county.

How to help members with NEMT during this transition

CCO NEMT Brokerage Staff:

To schedule NEMT services on or after Jan. 1, 2027, provide the member with a warm hand off to the Open Card NEMT Brokerage, if the NEMT Brokerage will be different. Please be sure to:

- Inform the member that you will need to transfer them to the Open Card NEMT Brokerage.
- Keep the member on hold or on the line prior to transferring them. Once you have connected with a live person, please introduce them to who they will be talking to at the Open Card NEMT Brokerage.

- Attempt to inform and transfer the member to the Open Card NEMT Brokerage prior to them providing you with trip details.
    - If the member has provided you with the details of their future trip, please provide this to the Open Card Brokerage CSR so as not to require the member to have to repeat themselves.
    - If the member has an interpreter on the phone, please inform the Open Card Brokerage staff of this when transferring the member to them.

OHA Client Services staff:

- To schedule NEMT services before Jan. 1, 2027, please refer the member to their current CCO NEMT Brokerage.
- For future scheduling starting Jan. 1, 2027, please refer the member to their Open Card NEMT Brokerage (if it is different from their current CCO NEMT brokerage).

OHA Provider Services staff:

- For providers interested in knowing what NEMT brokerage the member has or will have in the future, or what NEMT brokerages serve each Oregon county, please see table below.

OHP Assisters:

- For assisting members interested in knowing what NEMT brokerage the member has or will have in the future or what NEMT brokerages serve each Oregon County, please see table below.
- Please see FAQ to see what NEMT brokerage the member should contact for services before or after Jan. 1, 2027.

NEMT CCO and Open Card brokerages by county

County	CCO Brokerage and CCO	CCO Brokerage Contact Information	Open Card Brokerage	Open Card Brokerage Contact Information
Baker	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Benton	Cascades West Ride Line (IHN)	541-924-8738 or 866-724-2975	Cascades West Ride Line	541-924-8738 or 866-724-2975
Clackamas	MTM (Trillium)	877-583-1552	Tri-County MedLink	866-336-2906

County	CCO Brokerage and CCO	CCO Brokerage Contact Information	Open Card Brokerage	Open Card Brokerage Contact Information
Clackamas	Ride to Care (HSO)	855-321-4899	Tri-County MedLink	866-336-2906
Clatsop	NW Rides (CPCCO)	888-793-0439	NW MedLink	833-585-4221
Columbia	NW Rides (CPCCO)	888-793-0439	NW MedLink	833-585-4221
Coos	Bay Cities Brokerage (AH)	877-324-8109	TransLink	541-842-2060 or 888-518-8160
Crook	Modivcare (PacificSource – Central Oregon)	855-397-3619	Cascades East Transit	541-385-8680 or 866-385-8680
Curry	Bay Cities Brokerage (AH)	877-324-8109	TransLink	541-842-2060 or 888-518-8160
Curry	Ready Ride (ACCO)	877-324-8109	TransLink	541-842-2060 or 888-518-8160
Deschutes	Modivcare (PacificSource – Central Oregon)	855-397-3619	Cascades East Transit	541-385-8680 or 866-385-8680
Douglas	Bay Cities Brokerage (Advanced Health)	877-324-8109	TransLink	541-842-2060 or 888-518-8160
Douglas	Bay Cities Brokerage (UHA)	877-324-8109	TransLink	541-842-2060 or 888-518-8160
Douglas	Ready Ride (ACCO)	800-479-7920	TransLink	541-842-2060 or 888-518-8160
Douglas	RideSource (Trillium)	541-682-5566 or 877-800-9899	TransLink	541-842-2060 or 888-518-8160
Gilliam	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Grant	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657

County	CCO Brokerage and CCO	CCO Brokerage Contact Information	Open Card Brokerage	Open Card Brokerage Contact Information
Harney	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Hood River	Modivcare (PacificSource – Columbia Gorge)	877-875-4657	GOBHI	877-875-4657
Jackson	Ready Ride (ACCO)	800-479-7920	TransLink	541-842-2060 or 888-518-8160
Jackson	TransLink (JCC)	541-842-2060 or 888-518-8160	TransLink	541-842-2060 or 888-518-8160
Jefferson	Modivcare (PacificSource – Central Oregon)	855-397-3619	Cascades East Transit	541-385-8680 or 866-385-8680
Josephine	Ready Ride (ACCO)	800-479-7920	TransLink	541-842-2060 or 888-518-8160
Klamath	TransLink (CHA)	541-842-2060 or 888-518-8160	TransLink	541-842-2060 or 888-518-8160
Lake	GOBHI (EOCCO)	877-875-4657	TransLink	541-842-2060 or 888-518-8160
Lane	RideSource (Trillium)	800-479-7920	RideSource	541-682-5566 or 877-800-9899
Lincoln	Cascades West Ride Line (IHN)	541-924-8738 or 866-724-2975	Cascades West Ride Line	541-924-8738 or 866-724-2975
Linn	RideSource (Trillium)	800-479-7920	Cascades West Ride Line	541-924-8738 or 866-724-2975
Malheur	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Marion	Modivcare (PacificSource – Marion Polk)	844-544-1397	Marion-Polk MedLink	877-236-4026
Morrow	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Multnomah	MTM (Trillium)	877-583-1552	Tri-County MedLink	866-336-2906
Multnomah	Ride to Care (HSO)	855-321-4899	Tri-County MedLink	866-336-2906

County	CCO Brokerage and CCO	CCO Brokerage Contact Information	Open Card Brokerage	Open Card Brokerage Contact Information
Polk	Modivcare (Pacific Source – Marion Polk)	844-544-1397	Marion-Polk MedLink	877-236-4026
Sherman	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Tillamook	NW Rides (CPCCO)	888-793-0439	NW MedLink	833-585-4221
Umatilla	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Union	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Wallowa	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Wasco	Modivcare (PacificSource – Columbia Gorge)	877-875-4657	GOBHI	877-875-4657
Washington	MTM (Trillium)	877-583-1552	Tri-County MedLink	866-336-2906
Washington	Ride to Care (HSO)	855-321-4899	Tri-County MedLink	866-336-2906
Wheeler	GOBHI (EOCCO)	877-875-4657	GOBHI	877-875-4657
Yamhill	Well Ride (YCCO)	844-256-5720	Tri-County MedLink	866-336-2906

Frequently asked questions (FAQ) about NEMT

Am I eligible for NEMT?

- NEMT is a benefit for members who have Oregon Health Plan (OHP / Medicaid).
- Members with Medicaid and Medicare are also eligible for NEMT.
- Members with Medicare only are unfortunately not eligible for NEMT.

What is NEMT?

- NEMT is non-emergent medical transportation. It is a benefit for people who have Medicaid coverage and do not have ways to access their scheduled medical, behavioral health, dental or pharmacy services.
- NEMT does not provide transportation services to an Emergency Room (ER) or Emergency Department (ED.) If a member needs Emergency Services, please call 911 or go to the closest Emergency Room.
- Depending on a member's physical or mental abilities they may qualify for:
  - Bus tickets or monthly pass, if they can use public transportation.
  - Mileage reimbursement, if they or a member or a support person drives their vehicle to or from appointments. This is specifically for members who need support to afford to put gas in the vehicle or keep it in good running order or street legal.
  - Driver provided rides for members who cannot use or access public transportation, cannot drive themselves, or has anyone else drive them to or from appointments.

How do I know what transportation services I will be offered?

- If you use and will be able to continue using public transportation to get to or from appointments or for social reasons:
  - You may be offered a bus ticket.
  - If you have multiple appointments throughout the same month, you may be eligible for a monthly bus pass.
  - You must request NEMT services before your appointment(s) happen to be able to receive the ticket or pass in time.
- If you or someone you know drives, you to or from your appointments:
  - You or the driver can apply for mileage reimbursement.
  - You will still need to request NEMT services before your appointment happens.
  - You will be reimbursed no less than Oregon Health Authority (OHA)'s reimbursement rate. As of Jan. 1, 2026, the reimbursement rate for mileage is $0.49 cents per mile.
- If you cannot access or use public transportation for physical or mental health reasons, or do not have someone who can drive you, you may be eligible for driver-provided rides.

- If your health changes and you can no longer use public transportation or mileage reimbursement, tell your NEMT brokerage.
- Even if temporary, driver-provided rides may be available while you recover or cannot use your usual type of transportation.

I am moving to Open Card on Jan. 1, 2027, and have appointment(s) before Jan. 1, 2027. Who do I schedule my NEMT services with?

- Schedule NEMT with your current CCO NEMT brokerage.

I am an Open Card member, and I have appointment(s) before Jan. 1, 2027, who do I schedule my NEMT services with?

- You will continue to request and schedule NEMT with your current Open Card NEMT Brokerage.

I am moving to Open Card after Jan. 1, 2027, and I have appointment(s) after Jan. 1, 2027. Who do I schedule my NEMT services with?

- Call the Open Card NEMT Brokerage in the county that you live in and. Let them know you are moving to Open Card on Jan. 1, 2027, when you call. They can schedule 2027 NEMT services up to 90 days in advance of the service date(s).
- If you call your CCO NEMT brokerage and ask for NEMT services after Jan. 1, 2027, please let them know you are moving to Open Card January 1. The CCO NEMT brokerage will transfer you to the Open Card NEMT Brokerage to schedule 2027 NEMT services, for up to 90 days in advance.

I am a new Oregon Health Plan member and was assigned a CCO as of October 2026 but will be an Open Card member on Jan. 1, 2027. Which NEMT brokerage should I schedule with?

- For 2026 services, schedule your NEMT services with your assigned CCO NEMT brokerage.
- For 2027 services, schedule with the Open Card NEMT Brokerage in the county that you live in.

I am new to OHP and have been told I am eligible under Healthier Oregon, and it is after Jan. 1, 2027. Do I have NEMT benefits?

- Yes, you do! If you cannot access transportation to your appointments, Call the Open Card NEMT Brokerage in the county you live in to request NEMT services.

Can NEMT take me to non-covered Medicaid or Medicare services?

- NEMT for Open Card OHP members is available for Medicaid and Medicare covered services only at this time.
- For members who are enrolled with a CCO, please call your CCO to request if NEMT has approved non-medical location options.
- If you need transportation services for non-medical services, please reach out to your local Oregon Department of Human Services (ODHS) office to ask about other transportation support.

What information do I need to tell the NEMT brokerage when scheduling transportation services?

You will want to provide the NEMT Brokerage with:

- Your legal name
    - You can also give the call taker the name you prefer using. But they must first get your first and last legal name to verify eligibility.
- Date of birth
- Medicaid ID #
- The date of your appointment
- The time you need to arrive to be on time for your appointment
- The starting address of where you will be leaving from to get to your appointment or being picked up from, if you are being given driver-provided rides.
- The name of the clinic or doctor's office that you will be going to
- The address of the clinic or doctor's office you are going to.
    - Please include suite numbers or floor levels if appropriate.

- The reason for your appointment. Give just enough information for the NEMT brokerage to confirm that it is a covered Medicaid or Medicare. Some examples of appointment information to give the call taker can include, but is not limited to:
    - Diabetes check-up
    - Lab work or Labs
    - Physical therapy
    - Cardiac follow-up
    - Mammogram
    - Mental health counseling, individually or in a group
- The address you'll be going to after the appointment
    - This address can be another appointment somewhere else that you have that day, a pharmacy or the address that will be the final stop for your NEMT services that day.
    - If the address is your final stop for the day, this does not have to be your home address, this could be work, school, friend or family members' house, etc. Just know that NEMT will not be able to be approved to go from this non-medical location back to your home address.
    - If you need to request a different address or add a stop after your appointment, please call the NEMT Brokerage to request that change. NEMT Drivers are not allowed to take you to a different address unless approved by the NEMT Brokerage.
- The time you want to be picked up from your appointment
    - Please don't request your pick up for right when your appointment is to end. You may have other appointments or services you didn't expect when you first scheduled your transportation. Or it may take you time to get to the spot to wait for your driver after the appointment.
    - If you are using driver provided rides and don't know what time you expect to be finished with your appointment you can always ask the NEMT Brokerage to leave your return trip as a "Will Call." A driver will arrive within one (1) hour of the time you called the NEMT Brokerage to be picked up.

Can someone else call on my behalf to schedule NEMT services?

- Yes, if you have a friend, family member, care home staff, caregiver, doctor, or other person(s) who you can give verbal or written permission

to call and schedule or cancel NEMT services for you, you may do so. The other person will need to verify three points of your information to be able to do so.

- If you gave written permission for someone else to schedule or cancel NEMT services for you, you will not have to verbally approve them to schedule for you.
- If you gave only verbal approval for someone else to schedule or cancel NEMT services for you, you will need to verbally approve each time they call the NEMT brokerage (or give written permission).

What if I need to cancel or change my NEMT service for a specific day?

- Please call with as much advance notice as possible to cancel or change any of the times or addresses you previously had scheduled for. If you don't call, or call after the NEMT driver has arrived, this may be seen as a No Show.
- If a member has too many No Shows, they may be required to use a different form of transportation or call on the same day for future appointments to confirm they are still going.

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