

# January PE 46 Webinar



REPRODUCTIVE HEALTH PROGRAM  
Adolescent, Genetics, and Reproductive Health

# Agenda

- Welcome/Introductions
- General Updates
- Everything PE 46
- Non Emergency Medical Transportation (NEMT)



# General Updates

- 2019 Triennial Reviews
- PE 46 Webinar February 25<sup>th</sup> 9am-10am: Intimate Partner Violence
- 2019 Webinar Topics
- PE 46 Web Page

**Dolly England** [Dolly.A.England@dhsoha.state.or.us](mailto:Dolly.A.England@dhsoha.state.or.us)

# Everything PE 46



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Adolescent, Genetics, and Reproductive Health

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**Health**  
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# Triennial Review Here's what I will be looking for:

- **Evidence of Community Partnerships**
  - Events
  - Flyers/other materials
  - Formalized agreements/MOUs for partner referrals to other services providers or community-based organizations.
- **Documentation demonstrates plan has been implemented**
  - Meeting Sign in sheets
  - Meeting Agendas
  - Meeting attendee lists
- **Documentation demonstrates activities have been evaluated.**
  - Assessments related to access to reproductive health
  - Outcomes of Focus Groups
  - Survey Results
  - Evaluation from advisory groups

# Triennial Review Here's what I will be looking for:

- **Documentation demonstrates modifications made in response to evaluation**
  - Changes to clinic hours
  - New Referral process to improve access to RH Services
  - Data represents increase in client numbers
  - Data represents increase in client satisfaction
- **Documentation demonstrates LPHA is either providing clinical RH services as an RH-certified provider and/or is actively engaging other providers**
  - Follow up to assure execution of submitted local program plan
  - Did you execute your plan?

# 2019 PE 46 Webinar Schedule

2019	Topic	Guest
January 1.25 9AM-10AM	Transportation	Kian Messkoub
February 2.22 9AM-10AM	Intimate Partner Violence	Emily Fanjoy
March 3.22 9AM-10AM	TBD	
April 4.19 9AM-10AM (NOTE- 3 <sup>rd</sup> Friday)	TBD	
May 5.24 9AM-10AM	Working with Youth	SBHC
June 6.28 9AM-10AM	TBD	
July 7.26 9AM-10AM	<b>NO WEBINAR</b>	
August 8.23 9AM-10AM	TBD	
September 9.27 9AM-10AM	TBD	
October 10.25 9AM-10AM	TBD	
November 11.29 9AM-10AM (NOTE- 5 <sup>th</sup> Friday)	TBD	

## Webinar Topics for 2019

- Data
- Working with Youth
- How to integrate Diversity, Equity and Inclusion into your work
- Trauma Informed and responsive services
- Family Involvement
- What is Reproductive Justice
- Communities
- Working with Faith Based Communities
- Working with Latin X Communities

# Your Questions

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# Dolly's Community Engagement Moment



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# CHARG 2009

Community Health Access Resource Group  
**C.H.A.R.G.**

**MEETING AGENDA FOR 2009**

March	• MENTAL HEALTH	*2nd Wednesday of the month from 9-Noon At the Center for Community Health*
April	• REPRODUCTIVE HEALTH, FAMILY PLANNING, STD TESTING, HIV INFO	<i>*April meeting to be held at 210 E. 13th Street, Vancouver WA 98660 Council Chambers is located on the 1st floor of City Hall</i>
May	• DRUG/ALCOHOL TREATMENT— TOBACCO	
June	• PHYSICAL ACTIVITY, NUTRITION, CHILDHOOD OBESITY, GARDEN PROJECT	July <b>NO MEETING</b>
August	<b>NO MEETING</b>	
September	• DENTAL RESOURCES	October • HEALTH DISPARITIES
November	• RX INFO, COMMUNITY RESOURCES • PRIMARY CARE ACCESS	<b>NOTE: NOVEMBER MEETING WILL TAKE PLACE ON 11/18/09 DUE TO VETERANS DAY HOLIDAY</b>
December	• CHRONIC ILLNESS • PREVENTATIVE CARE: MEDICAL HOME	For more information: <a href="mailto:Dolly.England@clark.wa.gov">Dolly.England@clark.wa.gov</a>

# CHARG 2018

CLARK COUNTY CHARG

HOME

ABOUT

GET CONNECTED!

RESOURCES

LOG IN

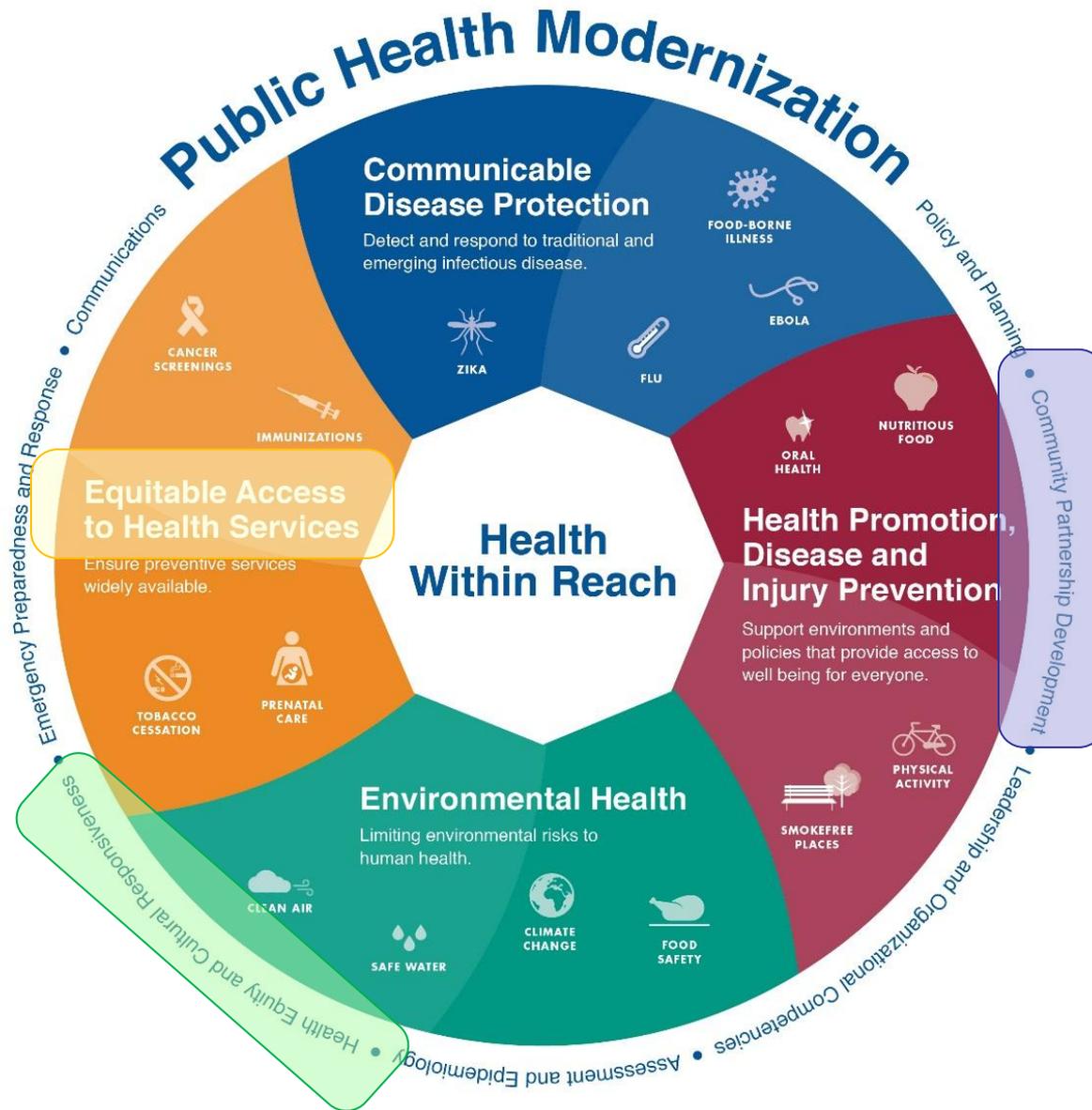


The Community Health Access Resource Group (CHARG) provides a forum for community members and health professionals to connect and collaborate in order to deliver appropriate services that meet the needs of the diverse populations of Clark County.

Subscribe here for events and health resource announcements!

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# OHP NEMT Program Overview

Kian Messkoub, MPH  
NEMT Program Manager  
Health Systems Division

January 25, 2019



# Agenda Today

- INTRODUCTION – Who What When Where Why How – 10 minutes
- MAIN CONTENT – Dive into Details – 20 minutes
- QUESTIONS – And Answers – 10 minutes

What

Who

When

Where

How

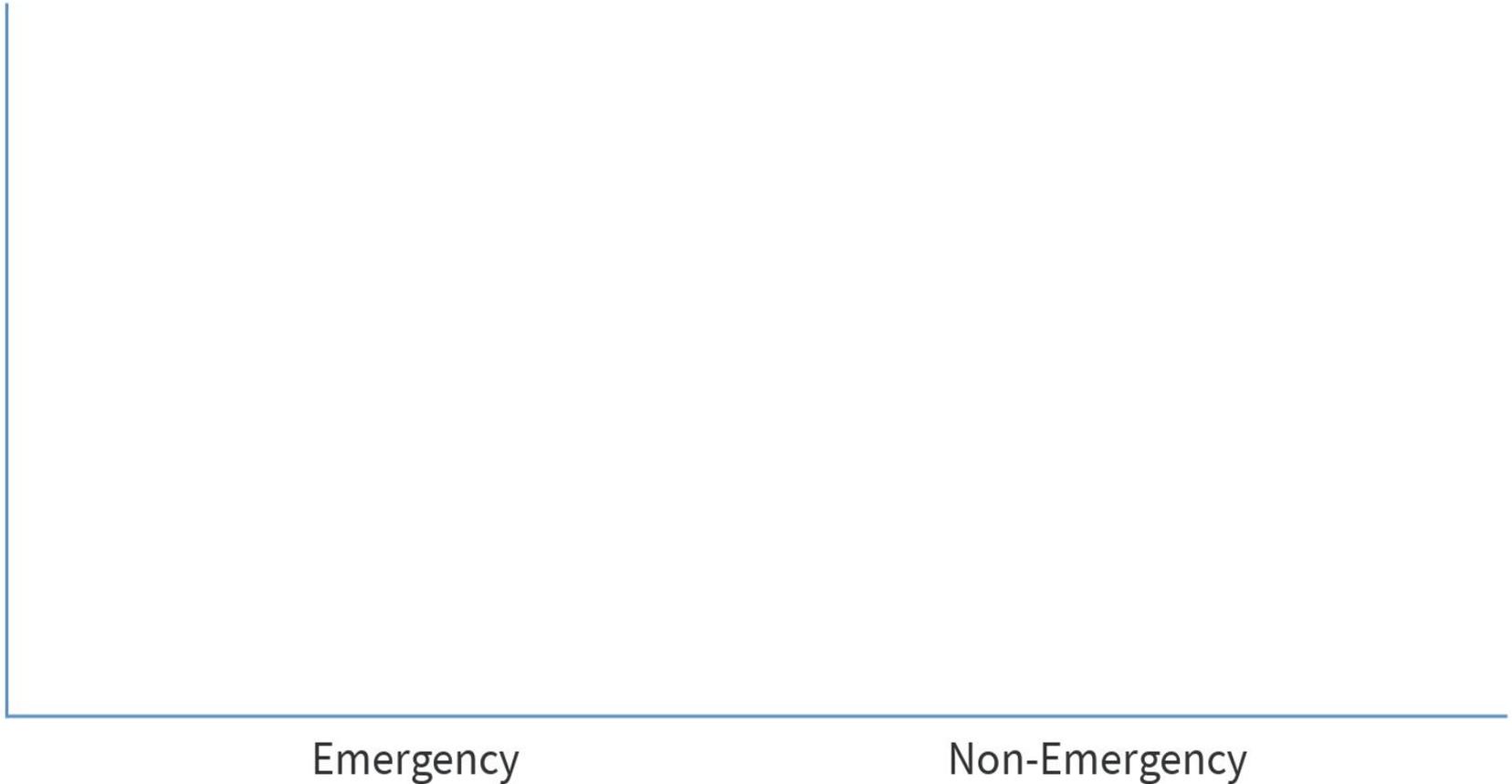
Why

# INTRODUCTION

# What is NEMT

- **Non-Emergency Medical Transportation** Defined
- Under Federal law, State Medicaid agencies (SMAs) must:
  - Ensure necessary transportation to and from providers
  - Use the most appropriate form of transportation
  - Include coverage for transportation and related travel expenses necessary to attend medical appointments

# Are these characteristics of EMERGENCY medical transportation or NON-EMERGENCY medical transportation?



**Correct Answer....**

**EMERGENCY!**

# Who are we talking about

- Clients are #1 priority
- Types of clients: FFS or Open Card and CCO enrollees
- Other stakeholders:
  - Oregon Health Authority (OHA)
  - Transportation Brokerages (the groups that manage the rides)
  - NEMT Program Manager (Kian Messkoub)
- What does a client need to know? (please listen carefully)

# When is this happening

- Available Now! Call Now!
- Seriously, call ahead. 48 hours is standard but it makes sense to call in far as advance as possible.

# Where is NEMT

- All of Oregon!
- Map is available at <https://www.oregon.gov/oha/HSD/OHP/Tools/Transportation%20Brochure%20Map.pdf>

### Non-Emergent Transportation Brokerages for Oregon Health Plan members

Call your local brokerage, or your coordinated care organization (CCO)'s ride service to ask for rides for health care visits that OHP covers. You can also ask them to approve and pay you back for your medical transportation costs, if you cannot pay for them yourself.

#### Brokerage Phone Numbers

##### Bay Cities Brokerage

541-266-4355

##### Cascades East Ride Center

541-385-8680 or 866-385-8680

##### Cascades West Ride Line

541-924-8738 or 866-724-2975

##### GOBHI Transportation Services

877-875-4657

##### LogistiCare

877-564-5665

##### Marion-Polk MedLink

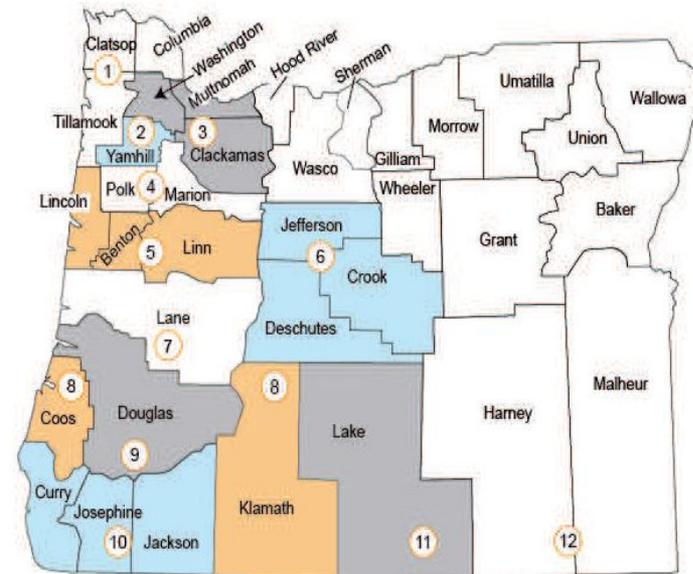
877-236-4026

##### NW MedLink

833-585-4221

##### NW Rides

888-793-0439



##### Ready Ride

800-479-7920

##### Ride to Care

855-321-4899 or 503-416-3955

##### RideSource Call Center

541-682-5566 or 877-800-9899

##### TransLink

541-842-2060 or 888-518-8160

##### Tri-County MedLink

866-336-2906

##### Well Ride

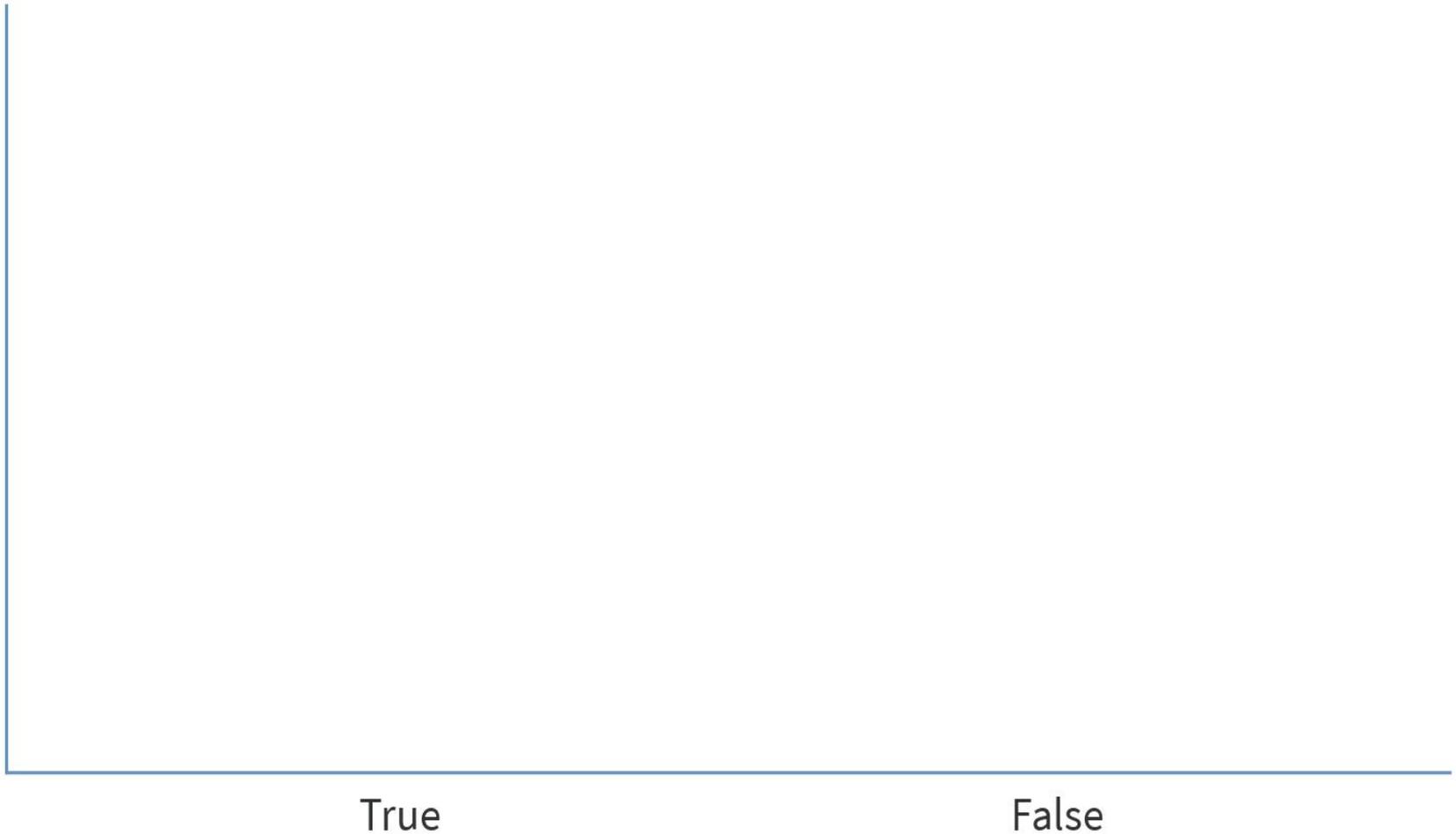
844-256-5720

- |  |   |
|--|---|
| 1. NW Rides for Columbia Pacific CCO members; NW MedLink for other members                           | 7. RideSource   |
| 2. Well Ride for Yamhill CCO members; Tri-County MedLink for other members                           | 8. Bay Cities Brokerage for Advanced Health members; TransLink for other members                                      |
| 3. Ride to Care for Health Share members; Tri-County MedLink for other members                       | 9. Ready Ride for AllCare members; TransLink for other members  |
| 4. LogistiCare for Willamette Valley Community Health members; Marion-Polk MedLink for other members | 10. Bay Cities Brokerage for Advanced Health members; Ready Ride for AllCare members; TransLink for all other members |
| 5. Cascades West Ride Line   | 11. GOBHI Transportation Services for EOCCO members; TransLink for all other members                                  |
| 6. Cascades East Ride Center   | 12. GOBHI Transportation Services   |

# How does it work

- Call the brokerage!
- It is important for client to:
  - Be ready on time for the pickup; and
  - Call the ride service to cancel a scheduled ride if they do not need the ride anymore.
- CMS goes on to say to clients the following: (please listen carefully)

If the ride does not show up the client should do nothing



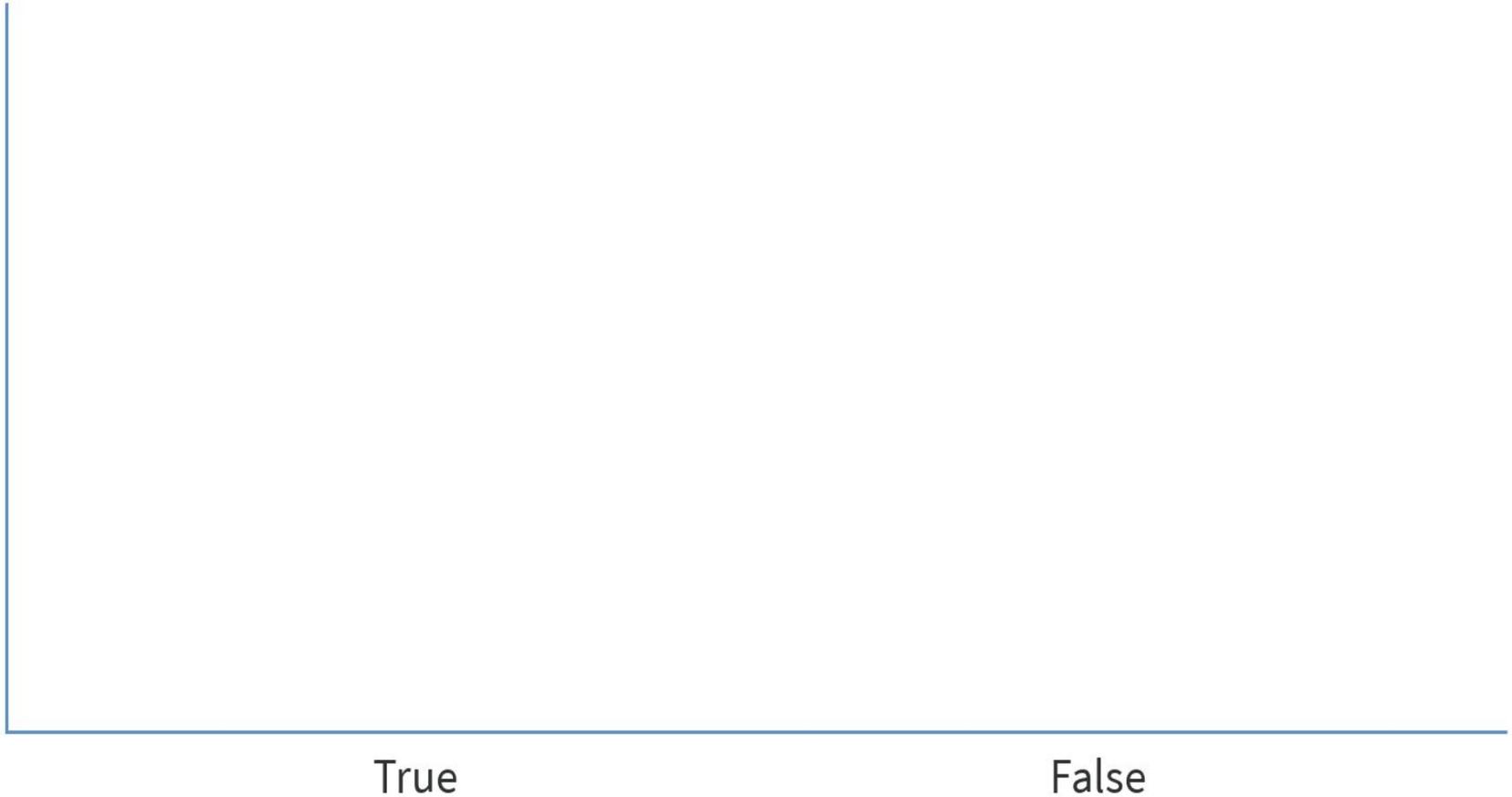
## Correct Answer....

**FALSE**

Call the number that was used to set up your ride. Stay calm and explain the problem. The ride service should help the client. Then call the medical provider, and explain it to them.

# If the appointment is changed the client should assume the Brokerage will find out.

 When poll is active, respond at [PollEv.com/pe46](https://PollEv.com/pe46)  Text **PE46** to **22333** once to join



## Correct Answer....

**FALSE**

If the appointment is changed, client should call the ride service as soon as possible. Explain why the ride time has to be changed and set up a new pickup time.

# Why are we here

- Audience today - Clinical providers / local public health (LPHA), from most if not every county
- There may be barriers in rural areas and NEMT addresses the unmet need.
- Why NEMT? What is the purpose?
- What about Unmet Transportation Needs?
- What are unmet needs?

General Information

Brokerage Processes and Responsibilities

Client Reimbursements

Client Rights and Responsibilities

How to Access Transportation: Find your local ride service

Eligibility

Resources

# MAIN CONTENT

# General Information

- Modes
  - Ambulatory
  - Wheelchair/ Mobility Device
  - Stretcher
  - Non-emergency Ambulance
  - Secured Transport
- Types
  - Wheelchair vans
  - Taxis
  - Stretcher cars
  - Buses
  - Other SMA approved transportation

# General Information

- Transportation Drivers
  - Drivers must be:
    - Licensed
    - Qualified
    - Competent
    - Courteous
- Qualified Vehicles
  - Proof of ownership
  - Legally licensed
  - Current license plates
  - Safe
  - Well-maintained
  - Liability insurance

# General Information

- What is a transportation brokerage?
  - Also known as a "ride service," brokerages help Oregon Health Plan (OHP) members arrange for travel to get health care services covered by OHP. This service is only for members with OHP Plus (BMM, BMH, BMD, CWX) benefits.

# General Information

- What does the brokerage do?
  - Each brokerage has a call center that arranges rides for clients going to Medicaid-covered health care services. Call center duties include:
    - Verifying that the client is eligible to receive a ride,
    - Verifying that the appointment is for a Medicaid-covered service,
    - Verifying that the client does not have other means to get to the appointment, and
    - Authorizing the most appropriate type of transportation service based on the client's needs.

# General Information

- Who provides the actual rides for the clients?
  - The brokerage sub-contracts with drivers and transportation providers to provide rides they have arranged.
- What type of authorization is necessary for NEMT?
  - Requests for NEMT must be prior authorized. This includes requests for rides or reimbursement of transportation expenses such as mileage, meals and lodging.

# Brokerage Processes and Responsibilities

- What questions do brokerages ask when an OHP member calls for a ride?
  - The brokerage will check the eligibility of the person, verify if the ride is to a Medicaid-covered service, and assess the client's ability and needs. These questions are requirements brokerages ask to meet Medicaid standards:
  - Where do you want to go?
  - Are you going to an OHP-covered health care service? (If a client is unsure whether the service is covered, and it is unclear whether the service is a covered service, the brokerage will follow up with the provider.)
  - Do you have any other means of transportation?
  - Do you have any special needs?

# Brokerage Processes and Responsibilities

- Some OHP clients have limited mobility; will the driver assist them with getting onto the van?
  - Yes, ride requests should identify their special needs, so the drivers will know to provide assistance boarding and de-boarding the vehicle.
- Do the brokerages fulfill same-day ride requests?
  - The broker will try to arrange for same-day rides; however, it will depend on whether there is a provider available and whether prior authorization can be completed.
  - Transportation providers may already be booked with other clients' appointments. Brokerages make urgent-care needs their highest priority. Clients should, whenever possible, schedule rides in advance.

# Client Reimbursements

- When lodging and meal expenses arise from an emergency situation, are lodging and meals considered NEMT expenses or something else? Who is responsible for authorizing and reimbursing them? (please listen carefully)

# Client Reimbursements

- Can a transportation brokerage reimburse overnight lodging and meals for an attendant who stays with the client when the client is admitted as an inpatient to a hospital?
  - No. Once a client is admitted as an inpatient, NEMT benefits can no longer pay for an attendant because the medical facility provides all of the client's care. There are some exceptions:
    - If the doctor says in writing that the attendant is medically necessary, or
    - If it is less expensive to pay for the attendant's meals and lodging than to return the attendant home and bring the attendant back again when the client is released.

# Client Reimbursements

- Who authorizes reimbursement for medical-related lodging and meals?
  - Brokerages now authorize and reimburse clients for medical-related lodging and meals in all counties.
- And what are the rates?

# Client Rights and Responsibilities

- Can you arrange transportation outside the brokerage (i.e., directly with a preferred transportation provider)?
  - Short answer: No. All ride requests must go through the brokerage. (please listen carefully for long answer)

# Client Rights and Responsibilities

- Does the brokerage call center offer any choices when it sets up rides?
  - The brokerage or call center staff must meet two main criteria:
    1. Find the most appropriate ride for the client based on actual need, not want.
    2. Find the ride that is the lowest cost.
  - Oregon's federal waiver and current federal law allow the state to limit a client's freedom of choice with NEMT. Freedom of choice, in this context, refers to the general right a Medicaid participant has to choose service providers.

# Client Rights and Responsibilities

- Can anyone ride with the client to their appointment?
  - If the client has a medical need to have an attendant travel with them, or the client is less than 12 years old, one attendant is allowed to accompany the client on the transport.
  - Otherwise, whether or not an extra person can ride along on the transport depends on whether the transportation provider agrees to allow the extra person at no additional cost.
  - In addition, this must be negotiated with the brokerage call center, and is subject to available space.

# Client Rights and Responsibilities

- Can clients get rides to any provider they want to go to for Medicaid-covered services?
  - No, rides are only covered to the providers in the client's local area, unless there is no provider available in the local area.
  - Brokerages will seek guidance from the client's primary care or referring provider.
  - Although clients may choose to go out of their local area to any provider that will accept Medicaid, the transportation may not be covered if there is an appropriate local area provider available.

# Client Rights and Responsibilities

- What if clients have complaints about a certain driver or transportation service?
  - The most direct way to process concerns and complaints is to share them with the brokerage.
  - After the complaint is researched, the brokerage may sanction or terminate a provider which is unable to provide on-time, safe services.
  - Also—call Kian as last resort. 971-283-6563

## Trips to pharmacy are covered.

True

False

Depends

# Correct Answer....

## IT DEPENDS

NEMT generally is not allowed for visits to a pharmacy unless it is medically-necessary for a new prescription to be filled immediately, the eligible client is already traveling for an OHP-related medical appointment, and the pharmacy is located on the way or is the closest available pharmacy. Remember; most pharmacies now provide free delivery of prescriptions. Also, the OHP contracted home delivery pharmacy services are available for those clients who are on maintenance medications and who can reasonably utilize home delivery services.

# How to Access Transportation: Find your local ride service

- See Map again.
- What is a Service Area? The brokerage is responsible for providing NEMT to Medicaid clients who reside in the brokerage SERVICE AREA who are receiving OHP-covered services. Brokerages may coordinate to provide rides to clients who live in the service area of another brokerage if it would be more cost effective or provide better service for the client. On an exception basis, the brokerage may provide routine trips for special medical needs from adjoining counties.

## Non-Emergent Transportation Brokerages for Oregon Health Plan members

Call your local brokerage, or your coordinated care organization (CCO)'s ride service to ask for rides for health care visits that OHP covers. You can also ask them to approve and pay you back for your medical transportation costs, if you cannot pay for them yourself.

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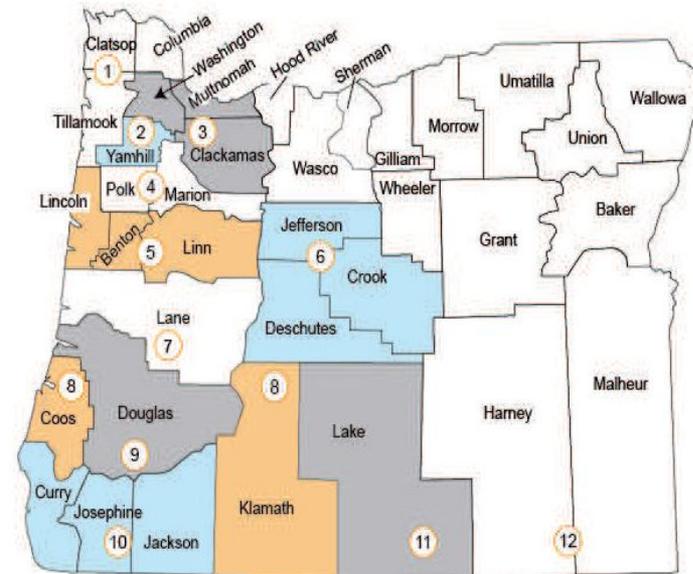
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#### [NW Rides](#)

888-793-0439



#### [Ready Ride](#)

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#### [Ride to Care](#)

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12. GOBHI Transportation Services

**Clients can get rides to any provider they want to go to for Medicaid-covered services.**

True

False

# Correct Answer....

**FALSE**

Rides are only covered to the providers in the client's local area, unless there is no provider available in the local area. Brokerages will seek guidance from the client's primary care or referring provider. Although clients may choose to go out of their local area to any provider that will accept Medicaid, the transportation may not be covered if there is an appropriate local area provider available.

# Eligibility

- Benefit plan coverage – DMAP covers non-emergent medical transportation services for the following benefit packages:
  - OHP Plus (“BMH”)
  - OHP Plus with Limited Drug (“BMD”)
  - QMB with OHP with Limited Drug (“BMM”)
  - CAWEM Plus (“CWX”) **and CAWEM**
  - Administrative Exam (“ADM”) – only if the client requires transportation to a service that is part of the administrative examination.

# Resources

NEMT web page with FAQ (we covered several of these today)

- <https://www.oregon.gov/oha/HSD/OHP/Pages/NEMT.aspx>

Map

- <https://www.oregon.gov/oha/HSD/OHP/Tools/Transportation%20Brokerage%20Map.pdf>

# Resources

## Administrative Rules

- On the FFS side, you want this link.
- <http://www.oregon.gov/oha/HSD/OHP/Policies/136rb010116.pdf>
- That's Chapter 410, Division 136. 3000 thru 3360
  
- On the CCO side, you want this link.
- [https://secure.sos.state.or.us/oard/displayChapterRules.action?s\\_electedChapter=87](https://secure.sos.state.or.us/oard/displayChapterRules.action?s_electedChapter=87)
- That's Chapter, Division 141. 3435 thru 3475

# Resources/NEMT rules

- [www.oregon.gov/OHA/healthplan/pages/medical-transportation.aspx](http://www.oregon.gov/OHA/healthplan/pages/medical-transportation.aspx)

General requirements	Contractor standards	Modes of transport	Reimbursement	Client rights	Oversight
<ul style="list-style-type: none"><li>•410-136-3000 – Responsibility for Providing NEMT</li><li>•410-136-3010 – Coordinated Care Organizations</li><li>•410-136-3020 – General Requirements for NEMT</li></ul>	<ul style="list-style-type: none"><li>•410-136-3040 – Vehicle Equipment and Subcontractor Standards</li><li>•410-136-3060 – Insurance Requirements</li></ul>	<ul style="list-style-type: none"><li>•410-136-3080 – Out-of-State Transportation</li><li>•410-136-3100 – Attendants for Child Transports</li><li>•410-136-3120 – Secured Transports</li><li>•410-136-3140 – Transports of Clients Changing Hospitals or Other Facilities</li><li>•410-136-3160 – Ground and Air Ambulance Transports</li></ul>	<ul style="list-style-type: none"><li>•410-136-3180 – Reimbursement for Ground and Air Ambulance Transports</li><li>•410-136-3200 – Reimbursement and Accounting for all Modes of Transports</li><li>•410-136-3220 – Brokerage Reimbursements to Subcontractors</li></ul>	<ul style="list-style-type: none"><li>•410-136-3240 – Client Reimbursed Mileage, Meals, and Lodging</li><li>•410-136-3260 – Modifications Based on Client Circumstances</li><li>•410-136-3280 – Client Rights and Confidentiality</li></ul>	<ul style="list-style-type: none"><li>•410-136-3300 – Reports and Documentation</li><li>•410-136-3320 – Audits</li><li>•410-136-3340 – Brokerage Service Areas</li><li>•410-136-3360 – Discontinuation of Brokerage as Enrolled Provider</li></ul>

And Answers

# QUESTIONS

# Answers to your Questions

**Thank You.**

# Questions?



For more information visit our web page:

## **PE 46 Web page**

[www.healthoregon.org/PE46](http://www.healthoregon.org/PE46)

## **Reproductive Health Program**

[www.healthoregon.org/rhresources](http://www.healthoregon.org/rhresources)

# Thank you!

Please contact us with any questions.

[Dolly.A.England@state.or.us](mailto:Dolly.A.England@state.or.us)

**NEW CELL** 503-951-1760

