



RH Access Fund and NEMT – Guidance for Brokerages

December 2024



RH Access Fund Guide and NEMT – Guidance for Brokerages

Contents

Introduction	3
Checking for Client Eligibility	3
What is the RH Access Fund Eligibility Database?	3
Getting Access	3
Screen-by-Screen Instructions	4
Logging In	4
Oregon RH Access Fund Eligibility Database Announcements.....	5
Find a Client	6
Search Results	7
Troubleshooting and Technical Support.....	9
When a Client Calls.....	10
Claims Submission Guidance	12
Purpose of This Guide	12
Step 1: Accessing the Form	12
Step 2: Completing the Form.....	12
A. Submitter Information	12
B. Provider Information.....	13
C. Client Information & Transportation Details.....	13
Claims Processing	17
Need Assistance?	17
Data Report Guidance.....	18
Need Assistance?	19

RH Access Fund Guide and NEMT – Guidance for Brokerages

Introduction

The Oregon Reproductive Health (RH) Program contracts with agencies across Oregon to provide high-quality, client-centered reproductive health services. Agencies contracted with the Oregon RH Program enroll eligible clients in the Reproductive Health Access Fund (RHAF), a source of coverage for reproductive health services provided to clients who complete the RHAF Enrollment Form and are deemed eligible.

The RH Program receives funding from three different sources, including Centers for Medicare & Medicaid Services (CMS) through a Medicaid waiver program called Oregon Contraceptive Care. A CMS program requirement includes the provision of NEMT services for RHAF enrollees. What follows is a guide for NEMT brokerages to identify eligible clients, suggested transcript language, invoice submission and guidance, and data report guidance. This is a short-term fix until the RH Program migrates to the ONE integrated eligibility system and MMIS in 2026.

Checking for Client Eligibility

What is the RH Access Fund Eligibility Database?

The RH Access Fund Eligibility Database (Database), operated by Ahlers & Associates, is a centralized web-based data system that contains eligibility information for every RH Access Fund-enrolled client in the state. The Database coordinates client enrollment information statewide so that once enrolled, clients may access services at any RHCare, CCare, or AbortionCare clinic, in the state.

Getting Access

To access the Database, your organization can choose to have one log-in for your organization or one log-in for each staff member who intends to use the database. If you choose to have one log-in for your organization, there will need to be a staff person identified to receive the password.

To request a username and password, please complete and submit an Ahlers User ID/Password Request form:

- [Request form for agencies with fewer than 10 clinics](#)

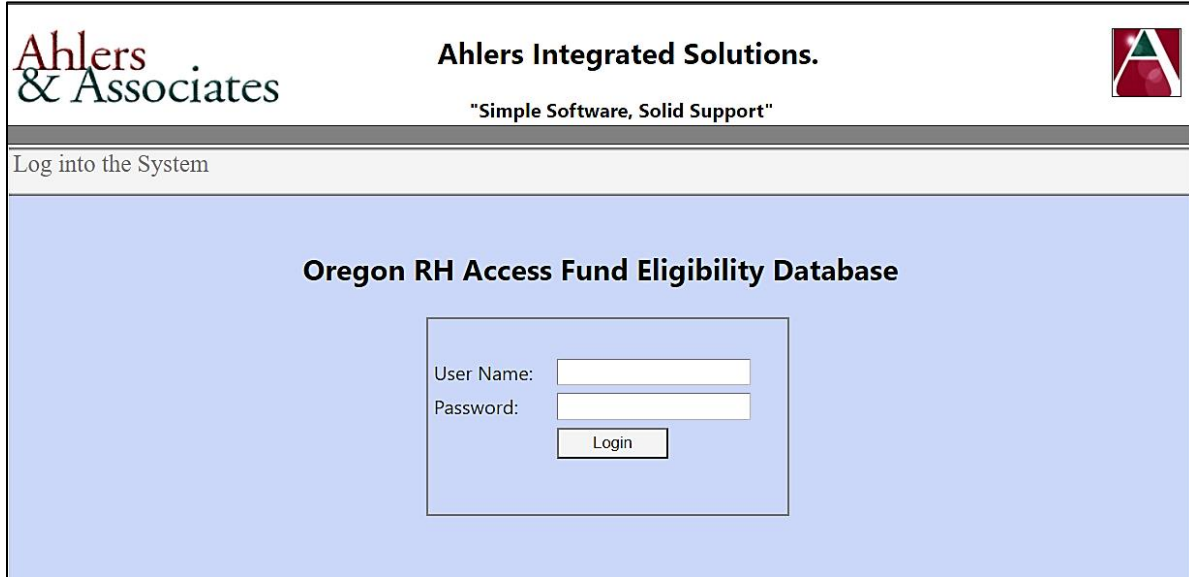
On the request form, use **9999** for the Agency/Project Number. Once the form is submitted (sent to rh.program@oha.oregon.gov), Ahlers customer service will contact the staff person with their log-in information.

RH Access Fund Guide and NEMT – Guidance for Brokerages

Screen-by-Screen Instructions

Logging In

To access the Database, go to: <https://orhp.ahlerssoftware.com/>, enter your username and password, and press Enter on your keypad. The log-in screen looks like this:



The screenshot shows a web-based login interface. At the top, the header includes the 'Ahlers & Associates' logo on the left, the text 'Ahlers Integrated Solutions.' and the tagline '"Simple Software, Solid Support"' in the center, and a small red and white logo on the right. Below the header is a light gray bar with the text 'Log into the System'. The main content area has a light blue background and features the title 'Oregon RH Access Fund Eligibility Database' in bold. Centered below the title is a white login box containing the following elements: a label 'User Name:' followed by a text input field, a label 'Password:' followed by a text input field, and a 'Login' button positioned below the password field.

RH Access Fund Guide and NEMT – Guidance for Brokerages

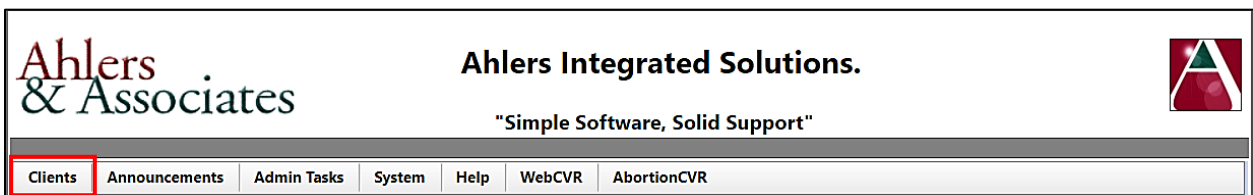
Oregon RH Access Fund Eligibility Database Announcements

After logging into the Database, the following screen will open. This page is updated with announcements on an as-needed basis.



The screenshot shows the Ahlers Integrated Solutions web application. The header includes the Ahlers & Associates logo, the company name "Ahlers Integrated Solutions.", the slogan "Simple Software, Solid Support", and a red square logo with a white 'A'. Below the header is a navigation bar with tabs: Clients, Announcements, Admin Tasks, System, and Help. The "Announcements" tab is selected. The main content area displays the title "RH Access Fund Eligibility Database Announcements :" followed by a message: "RH Access Fund Clients' Enrollment Extended to 24 Months Starting June 1st!". The message text states: "Starting June 1st, anyone who enrolls or re-enrolls in RHAF will be granted 24 months of coverage. For anyone who is currently enrolled in RHAF, their eligibility will also be extended to a total of 24 months. Please be sure to check the RHAF Eligibility Database at every visit to check if clients are still enrolled or if they need to re-enroll." and includes a link: "See our RH Enrollment Resources page [here](#)." The footer contains contact information: "If you have trouble logging into the website call 1-800-888-1836 (8:00AM - 5:00PM, Monday - Friday (CST)), email customerservice@ahlerssoftware.com", "Ahlers and Associates, 1710 Washington, Waco, Texas 76701", and "All rights Reserved".

NEMT Brokerages will only need to access the Clients tab at the top of the screen (outlined in red below). **Please do not access any other parts of the system or make any changes to text fields.**



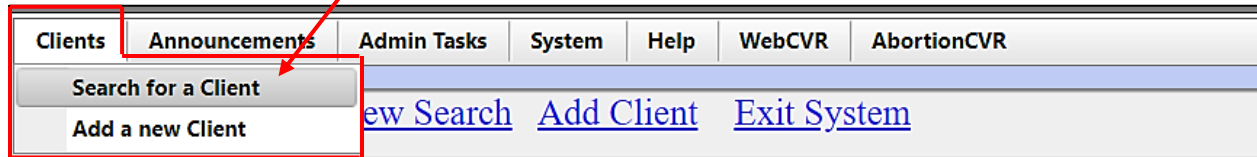
This screenshot shows the same Ahlers Integrated Solutions web application interface, but with the "Clients" tab in the navigation bar highlighted with a red rectangle. The other tabs (Announcements, Admin Tasks, System, Help, WebCVR, AbortionCVR) are also visible. The rest of the page content is not shown in this view.

RH Access Fund Guide and NEMT – Guidance for Brokerages

Find a Client

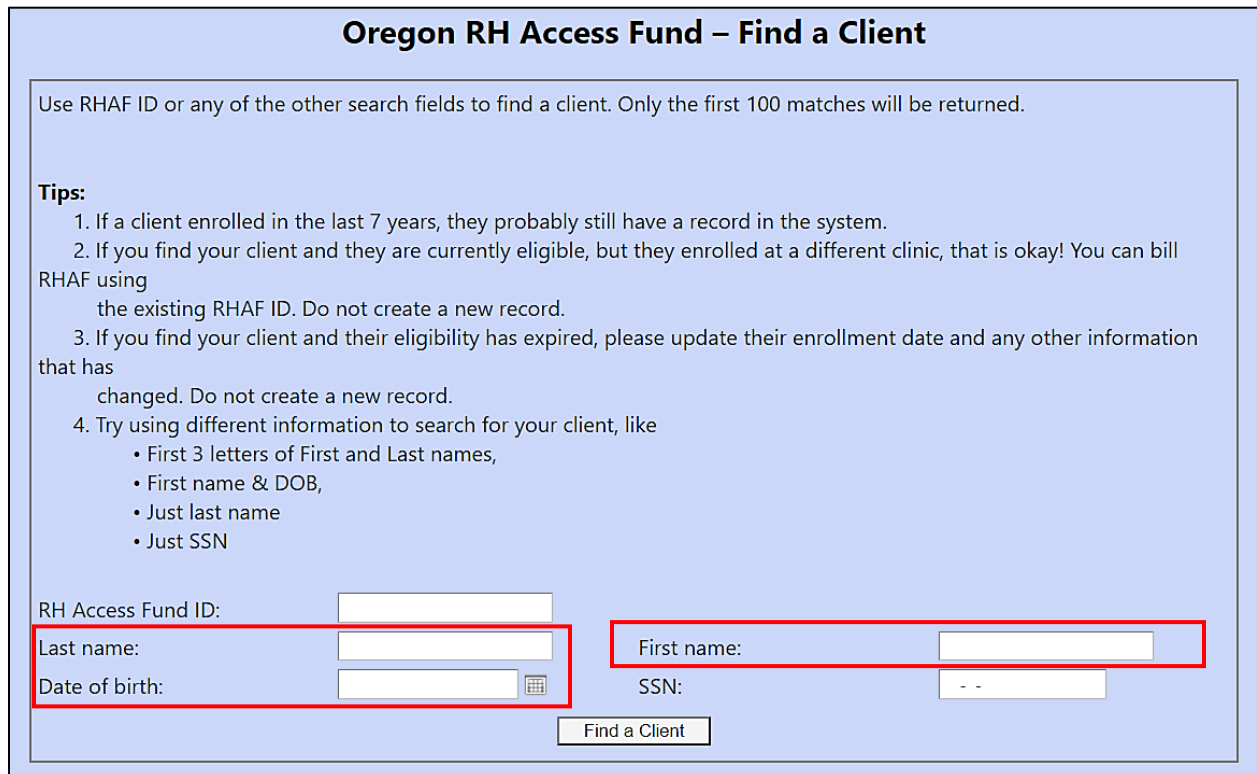
When a client calls your brokerage for a ride to a reproductive health visit, you will search for them in the Database to ensure they have active enrollment.

To find a client, hover the mouse over the Clients tab, and click Search for a Client in the drop-down menu.



Clients	Announcements	Admin Tasks	System	Help	WebCVR	AbortionCVR
Search for a Client		New Search Add Client Exit System				
Add a new Client						

When the Find a Client screen appears, enter the client's information in one or more of the search fields and click the Find a Client button. We recommend starting with the client's first and last name and date of birth.



Oregon RH Access Fund – Find a Client

Use RHAF ID or any of the other search fields to find a client. Only the first 100 matches will be returned.

Tips:

1. If a client enrolled in the last 7 years, they probably still have a record in the system.
2. If you find your client and they are currently eligible, but they enrolled at a different clinic, that is okay! You can bill RHAF using the existing RHAF ID. Do not create a new record.
3. If you find your client and their eligibility has expired, please update their enrollment date and any other information that has changed. Do not create a new record.
4. Try using different information to search for your client, like
 - First 3 letters of First and Last names,
 - First name & DOB,
 - Just last name
 - Just SSN

RH Access Fund ID:

Last name:

Date of birth:

First name:

SSN:

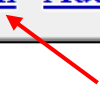
You can search for a client multiple times using different search criteria:

- ☐ Start with their Last name, First name, and Date of birth.
- ☐ The name fields allow partial data. For example, search by Last Name and the first three letters of the First Name.
- ☐ Search using just one piece of information (e.g. last name or date of birth). First name must be used in combination with another field, but other fields can be searched by themselves.
- ☐ Search using a combination of fields (e.g. Last Name and Date of Birth).

RH Access Fund Guide and NEMT – Guidance for Brokerages

For each new search using different criteria, click New Search and try again.

Clients	Announcements	Admin Tasks	System	Help	WebCVR	AbortionCVR
Search for a Client New Search Add Client Exit System						



Search Results

No result

If the search does not return any matches, the message below will appear. **Search again by clicking on New Search at the top of the screen.**

Oregon RH Access Fund – Find a Client

Use RHAF ID or any of the other search fields to find a client. Only the first 100 matches will be returned.


Tips:

1. If a client enrolled in the last 7 years, they probably still have a record in the system.
2. If you find your client and they are currently eligible, but they enrolled at a different clinic, that is okay! You can bill RHAF using the existing RHAF ID. Do not create a new record.
3. If you find your client and their eligibility has expired, please update their enrollment date and any other information that has changed. Do not create a new record.
4. Try using different information to search for your client, like
 - First 3 letters of First and Last names,
 - First name & DOB,
 - Just last name
 - Just SSN

Your search criteria produced no results, please try again

RH Access Fund ID:

Last name: First name:

Date of birth:  SSN: - -

RH Access Fund Guide and NEMT – Guidance for Brokerages

Multiple results

If there are several records that match the search criteria, the following screen will appear (Note: Fake client information is presented below.):

RH Access Fund ID:	<input type="text"/>	First name:	<input type="text"/>
Last name:	<input type="text" value="Blackberry"/>	SSN:	<input type="text" value="- -"/>
Date of birth:	<input type="text"/>		

	RHAF ID.	Elig. from	Elig. to	Patient No.	Last name	First name	M.I	DOB	SSN	City	Citizen verification
Client info	4412466	09/03/2023	09/03/2025	4412466	BLACKBERRY	AMANDA		09/21/2000		Adams	No
Client info	4411724	04/15/2017	04/15/2018	4411724	BLACKBERRY	BARBARA		05/05/2000		Boardman	No
Client info	4411203	08/21/2023	08/21/2025	4411203	BLACKBERRY	BARBARA	W	01/01/1999	123445555	Waldport	Yes
Client info	4412276	04/22/2020	04/22/2021	4412276	BLACKBERRY	BARBARA		01/01/1999		Brookings	No
Client info	4412474	10/03/2024	10/03/2026	4412474	BLACKBERRY	SAM		07/04/2002		Portland	No
Client info	4412482	10/01/2024	10/01/2026	4412482	BLACKBERRY	STACEY	L	10/20/1998		Portland	No

If you are able to narrow down the results to the correct person, on this screen, you can find the client's RH Access Fund ID or RHAF ID (column 1). You will need to capture the RHAF ID number for billing purposes. You can also check the client's eligibility dates (columns 2 and 3) to ensure they are enrolled. **You will not need to access any other part of the database to determine eligibility.**

Single result

If there is a single, exact match for the search, all the fields on the Find a Client screen will be filled in:

- Just last name
- Just SSN

RH Access Fund ID:	<input type="text" value="4411443"/>	First name:	<input type="text" value="MAGNIFICENT"/>
Last name:	<input type="text" value="WOMAN"/>	SSN:	<input type="text" value="- -"/>
Date of birth:	<input type="text" value="12/23/2000"/>		
Eligibility from:	<input type="text" value="07/13/2023"/>	Eligibility to:	<input type="text" value="07/13/2025"/>

This screen can be used to check a client's eligibility dates and find a client's RHAF ID number.

You will need to capture the RHAF ID number for billing purposes. **You will not need to access any other part of the database to determine eligibility.**

RH Access Fund Guide and NEMT – Guidance for Brokerages

Troubleshooting and Technical Support

If after multiple searches you are unable to find the client...

Tell the client to check with the clinic where they have an appointment and ask the clinic to verify the client's RHAF enrollment. If the client is currently eligible, they can ask the clinic for their RHAF ID number and call you back with that information to arrange transportation.

If the client's eligibility dates don't cover the date of service...

Tell the client to check with the clinic where they have an appointment and ask the clinic to verify the client's RHAF enrollment or get assistance from the clinic to re-enroll in RHAF. Direct the client to call you back once they have re-enrolled. Unless and until the client's eligibility dates cover the date of service, do not provide transportation services to the client.

Ahlers & Associates and RH Program staff are the two main sources of technical support for the Database.

When to contact state RH Program staff:

RH.Enrollment@oha.oregon.gov

- Find duplicate records for the same client

When to contact Ahlers & Associates:

Phone: (800) 888-1836 x 140

Email: customerservice@ahlerssoftware.com

- Unable to logon to the Database
- Need to reset your password
- The Database is running slowly

RH Access Fund Guide and NEMT – Guidance for Brokerages

When a Client Calls

At your NEMT brokerage, you may have scripts staff follow when speaking with an OHP client. Here are some suggested questions to add to your transcripts for RHAF enrollees as well as some questions NOT to ask RHAF enrollees.

Suggested Questions

- Are you currently enrolled in OHP or the Reproductive Health Access Fund?
 - We have asked clients to indicate they are a Reproductive Health Access Fund enrollee or RHAF enrollee when requesting transportation. However, some may forget.
- If they are a RHAF enrollee or unsure, ask for their First and Last name, and Date of Birth.
 - This information can be used to check the RHAF Eligibility Database for enrollment.
- **For RHAF enrollees:**
 - Only request the address for a pick-up location and not to verify eligibility, as the addresses may not match.

○ Do **not** ask RHAF enrollees questions about who they are seeing (i.e. provider name or type) and/or what they are being seen for. This is not allowed!

Clinic Verification

To verify that a client's appointment is at a clinic that is certified to provide services covered by the RHAF, go to: www.healthoregon.org/rhclinics. All certified clinics are listed in the table on that webpage.

Denials

RHAF does not require written denial notices. If a client is not in the Eligibility Database, you will not have access to an address. If a client's RHAF enrollment is not active, the information in the database may be old and inaccurate.

Prior Authorizations

RHAF does not require any prior authorizations.

Service Areas

There are no restrictions on service area, nor are prior authorizations required for travel outside of a client's normal services area. Brokerages are required to provide rides outside of the brokerages' service area if no local provider could meet the timeline required to address the client's medical condition (OAR 410-136-3020(8)(d)).

RH Access Fund Guide and NEMT – Guidance for Brokerages

Travel Outside of Oregon

There are only two circumstances when rides would be provided to RHAF clients outside of Oregon: 1) If a RHAF client living outside of Oregon is receiving RHAF services within Oregon; 2) A RHAF client is receiving services at the Planned Parenthood Vancouver clinic. Neither circumstance requires prior authorization.

RH Access Fund Guide and NEMT – Guidance for Brokerages

Claims Submission Guidance

Purpose of This Guide

This guide provides step-by-step instructions for providers to correctly complete and submit NEMT claim forms. Following these instructions will help reduce errors and expedite claim processing.

Note: Each submission will cover only **one claim**. You may enter a Round Trip claim for the client using this form (see Question 11 on page 14 of this guide). The form does not accommodate multiple claims for multiple clients, however, more than one claim may be submitted for each client.

Step 1: Accessing the Form

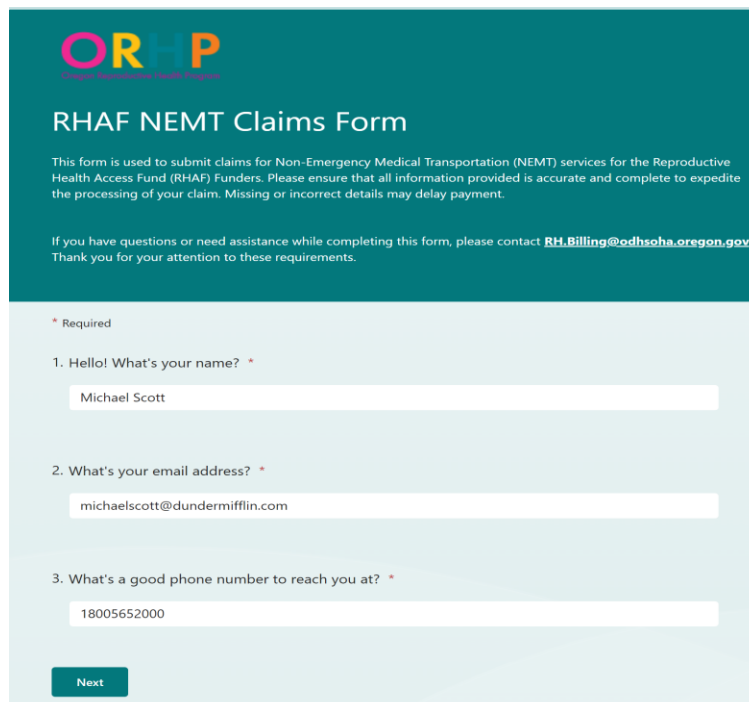
Access the form using this link: <https://forms.office.com/g/mxnvwg1nJZ>

Step 2: Completing the Form

Accurate and complete information ensures faster processing. Follow these instructions to fill out the required sections:

A. Submitter Information

The form will prompt the individual submitting the claim to provide their **name** and **contact information**. This ensures the claims processor can reach out if there are any discrepancies.



The screenshot shows the 'RHAF NEMT Claims Form' interface. At the top, there is a teal header with the 'ORHP' logo and the text 'Oregon Health Access Fund'. Below the header, the title 'RHAF NEMT Claims Form' is displayed. A paragraph explains that the form is used to submit claims for Non-Emergency Medical Transportation (NEMT) services for the Reproductive Health Access Fund (RHAF) Funders, and it emphasizes the importance of accurate and complete information. A contact email, 'RH.Billing@odhsoha.oregon.gov', is provided for questions. The form body is light blue and contains three required questions, each with a text input field. The first question is 'Hello! What's your name?' with the answer 'Michael Scott'. The second question is 'What's your email address?' with the answer 'michaelscott@dundermifflin.com'. The third question is 'What's a good phone number to reach you at?' with the answer '18005652000'. A 'Next' button is located at the bottom left of the form.

RH Access Fund Guide and NEMT – Guidance for Brokerages

B. Provider Information

Enter the name of the transportation provider or agency. Provide the transportation agency's unique Medicaid ID.

The screenshot shows the 'RHAF NEMT Claims Form' with a teal header. Below the header, a section titled 'Transportation Provider's Information' contains two required questions. Question 4 asks for the transportation provider's name, with 'Dunder Mifflin' entered in the text box. Question 5 asks for the transportation provider's Medicaid ID, with 'ABC1234' entered. At the bottom of the section are 'Back' and 'Next' buttons.

RHAF NEMT Claims Form

* Required

Transportation Provider's Information

4. What is the transportation provider's name? *

Dunder Mifflin

5. Please provide the transportation provider's Medicaid ID: *

ABC1234

Back Next

C. Client Information & Transportation Details

- Provide the RHAF ID number of the client for whom the transportation service was conducted.

The screenshot shows a single question: '6. What is the RHAF ID of the client? *'. The text box contains the value '4411443'.

6. What is the RHAF ID of the client? *

4411443

- The RHAF ID number can be found in RHAF Eligibility Database, as shown below, or on page 8.

The screenshot shows the 'RHAF Eligibility Database' form. It includes fields for 'Last name', 'First name', 'Date of birth', 'SSN', 'Eligibility from', and 'Eligibility to'. The 'RH Access Fund ID' field is highlighted with a red box and contains the value '4411443'. Other fields contain 'WOMAN', 'MAGNIFICENT', '12/23/2000', '-', '07/13/2023', and '07/13/2025' respectively. There are also instructions: 'Just last name' and 'Just SSN'.

• Just last name
• Just SSN

RH Access Fund ID: 4411443

Last name: WOMAN First name: MAGNIFICENT

Date of birth: 12/23/2000 SSN: - -

Eligibility from: 07/13/2023 Eligibility to: 07/13/2025

RH Access Fund Guide and NEMT – Guidance for Brokerages

- Specify the date when the transportation service was provided.

7. What was the date of service provided? *

12/16/2024



- Use the appropriate procedure code for the type of service provided.

8. What is the procedure code for the transportation service? *

A0100

NEMT procedure codes can include but are not limited to the following:

Service Type	HCPCS Code
Volunteer	A0080
Sedan/Taxi	A0100
Bus – Commercial	A0110
City Bus Transit, Bus Tickets or Passes	A0120
Wheelchair Car/Van	A0130
Airline Tickets	A0140
Secured Transport and Specialty Care Transports	A0434
Train	T2004
Stretcher Car/Van	T2005
Transportation Broker	A0999

- Use the corresponding 2-digit modifier code for the claim.
 - Use the correct pair of 1-digit HCPCS modifiers to represent the client's pick-up location and destination. The first digit indicates the pick-up point, while the second digit represents the drop-off location.
 - Combine the pick-up and destination codes into a single 2-digit modifier. Do not enter them as separate 1-digit modifiers.

9. Please provide the Modifier: *

RP

RH Access Fund Guide and NEMT – Guidance for Brokerages

Position	Modifier	Description
1st or 2nd digit	D	Diagnostic or therapeutic site other than hospital or physician's office
	E	Residential, domiciliary, custodial facility (nursing home, not skilled)
	G	Hospital-based dialysis facility (hospital or hospital-related)
	H	Hospital
	I	Site of transfer (e.g., airport or helicopter pad) between ambulance types
	J	Non-hospital-based dialysis facility
	N	Skilled nursing facility
	P	Physician's office (includes non-hospital facility, clinic, etc.)
	R	Residence
	S	Scene of accident or acute event
2nd digit only	X	Intermediate stop at physician's office en route to the hospital

- Use the "Additional Notes" section to include any extra details or clarifications relevant to the claim.

10. Do you have any additional information? *

You can add any additional information you think is pertinent to the claim here.

- If you want to add a claim for a return ride for the client, select Yes. This will give you a series of questions to add details for the return ride.

11. Do you want to add a claim for a return ride for the client? *

☒ Yes, I need to add a return ride.

☐ No, this is a one-way trip only.

Back

Next

RH Access Fund Guide and NEMT – Guidance for Brokerages

- If you answer yes to the question above, the following questions will appear. Please enter the date of service, procedure code, modifier, and any additional information for the Return trip.

The screenshot shows a web form titled "RHAF NEMT Claims Form" with the ORHP logo. It includes a section for "Return Trip" with four required questions:

- 12. What was the date of service provided? * (Date input field with a calendar icon)
- 13. What is the procedure code for the transportation service? * (Text input field)
- 14. Please provide the Modifier: * (Text input field)
- 15. Do you have any additional information? * (Text input field)

At the bottom are "Back" and "Submit" buttons.

- Once all the details have been entered, please press Submit.
- If you want to save the claim, click Save my response on the next page.

The confirmation screen displays the message "Your response was submitted." followed by the text "Important thing you can do next" flanked by horizontal lines. Below this is a button labeled "Save my response".

RH Access Fund Guide and NEMT – Guidance for Brokerages

Claims Processing

Claims are processed once per month. You will receive a report of all submitted claims, denials, and approvals each month.

Need Assistance?

If you have any questions or concerns about completing the form, please reach out to **RH.Billing@oha.oregon.gov** for support.

RH Access Fund Guide and NEMT – Guidance for Brokerages

Data Report Guidance

The Transportation Brokerage Reporting Form that is submitted to OHA monthly has been updated to include information about RHAF payments and services. These changes can be found on the *'Financials'* tab of the spreadsheet.

'Provider Payments'

Include the total payments received for all services provided to RHAF clients during that month's reporting period (highlighted in yellow below). This should include payments for all modes of transportation, including stretchers, wheelchairs, bus tickets, etc. provided to RHAF clients. To prevent duplication in reporting, do *not* report RHAF payments in any of the other rows in this section.

PROVIDER PAYMENTS						
Stretcher						
Wheelchair						
Ambulatory						
Secured						
Bus Tickets						
Bus Passes						
Volunteer Transportation						
Airplane						
Train						
Commercial Bus						
Lodging (direct pay)						
Lodging (client reimbursement)						
Meals (direct pay)						
Meals (client reimbursement)						
Mileage (client reimbursement)						
Provider Credits						
Reproductive Health Access Fund (RHAF)						
SUB TOTAL PROVIDER PAYMENTS					\$0.00	

RH Access Fund Guide and NEMT – Guidance for Brokerages

‘Provider Direct Service’

Indicate the total number of *rides, meals, and lodging* provided to RHAF clients during that month’s reporting period in the rows highlighted below in yellow.

PROVIDER DIRECT SERVICE				
Stretcher				
Wheelchair				
Ambulatory				
Secured				
Bus Tickets				
Bus Passes				
Volunteer Transportation - if included in DHS contract				
Airplane				
Train				
Commercial Bus				
Lodging (direct pay)				
Lodging (client reimbursement)				
Meals (direct pay)				
Meals (client reimbursement)				
Mileage (client reimbursement)				
Non-emergent ambulance				
Reproductive Health Access Fund (RHAF) rides				
Reproductive Health Access Fund (RHAF) meals				
Reproductive Health Access Fund (RHAF) lodging				
TOTAL PROVIDER DIRECT SERVICE				0

For all other fields in this section, report the number of OHP direct services and the number of RHAF direct services provided during the reporting period *together*. Do not separate out direct services by payer source.

Need Assistance?

If you have any questions or concerns about completing the RHAF items on the data report, please reach out to **RH.program@oha.oregon.gov** for support.