

Don Ross, Manager
DMAP Delivery Systems

Authorized Signature

Number: DMAP IM 14-008

Issue Date: 3/6/2014

Topic: Medical Benefits

Subject: Client announcement: Changes for OHP medical transportation clients and Cascade East Ride Center, effective April 1, 2014

Applies to:

- | | |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Aging and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS and OHA staff and others identified on the APD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

DMAP will mail and post the following [client announcement](#) and to our Web page for eSubscribe distribution.

This announcement will go to approximately 40,000 affected clients informing them that starting April 1, 2014, they will need to request *approval and reimbursement for medical transportation* from their local brokerage Cascades East Ride Center (CERC), instead of their DHS branch office.

This announcement will be sent approximately 15-30 days before the transition to brokerages occurs to affected clients living in Crook, Deschutes and Jefferson counties and the following zip code areas in upper Klamath County:

97731 Klamath, Chemult
97737 Klamath, Gilchrist
97425 Klamath, Crescent Lake
97733 Klamath, Crescent

If you have any questions about this information, contact:

Contact(s):	Sarah Wetherson, DMAP Policy Analyst		
Phone:	503- 569-6342	Fax:	503-947-1119
E-mail:	Sarah.Wetherson@state.or.us		



March 7, 2014

Case number:

Important Change in Medical Transportation Reimbursement starting April 1, 2014

Dear Oregon Health Plan (OHP) client,

Starting April 1, 2014, reimbursement for medical travel will come from your local transportation brokerage instead of your Department of Human Services (DHS) branch office.

This means you will need to ask your local transportation brokerage to approve and repay you for any health-related travel expenses covered by your OHP benefits.

What you should do

Please contact your local transportation brokerage before April 1 to find out what you need to do for future medical travel needs. They will provide new forms and instructions.

Your local transportation brokerage is Cascades East Ride Center (CERC), which is managed by Central Oregon Intergovernmental Council. You can call the brokerage at **541-385-8680** or **866-385-8680** (*toll free*).

Until April 1, you will still get approval and reimbursement from your DHS branch office for meals, lodging and mileage needed to travel to your health care visits.

Do you already have approved travel costs for after April 1?

If your local DHS branch office has already approved travel costs for a trip you are taking in April, you will need to contact CERC to have these travel costs approved by CERC. Beginning April 1, please work with your brokerage for all future travel approval and reimbursements.

Questions

- Call OHP Customer Service at 1-800-699-9075 (*available from 7 a.m. to 6 p.m., Monday through Friday*) if you need this letter in another language or format, such as large print, Braille, audio recording, Web-based communications, and other electronic formats.
- For questions about this letter contact Client Services Unit at 1-800-273-0557, available Monday through Friday, 8:00 a.m. - 12:30 p.m. and 1:30 - 5:00 p.m.
- For TTY service, dial 711.

If you have any questions at all, please call us. We want to make sure that you have the information you need.



Judy Mohr Peterson
Oregon Medicaid Director