

Don Ross, Manager
Policy, Planning, CCO Contract Administrator

Authorized Signature

Number: DMAP IM 14-020

Issue Date: 5/30/2014

Topic: Medical Benefits

Subject: Client announcements: Changes for OHP medical transportation clients in Baker, Grant, Harney, Lake, Malheur, Union, and Wallowa counties, effective July 1, 2014.

Applies to:

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input checked="" 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:

During the first week in June 2014, DMAP will mail the following client announcements to approximately 22,000 affected clients.

Client announcement: The first announcement will go to clients in Baker, Grant, Harney, Malheur, Union and Wallowa counties informing them that starting July 1, 2014, they will need to request approval and reimbursement for medical transportation from a local transportation brokerage (Transportation Network), instead of their DHS branch office.

The second announcement is for affected clients in Lake County who are currently using Rogue Valley Transit District (RVTD) for NEMT services. It states that RVTD will continue to provide their NEMT needs before July, 1 and Transportation Network will take over beginning July 1.

Provider announcement: DMAP will also post a provider announcement to <http://www.oregon.gov/oha/healthplan/Pages/announcements.aspx> for eSubscribe distribution covering this information.

Future announcements about transitioning NEMT services to brokerages in other areas or to CCOs will be forthcoming as implementation takes place.

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.e.wetherson@state.or.us		

June 6, 2014

Case number:

Important Change in Medical Transportation Reimbursement Starting July 1, 2014

Dear Oregon Health Plan (OHP) client,

Starting July 1, 2014, Transportation Network will be your provider for non-emergent medical transportation services.

This means that after July 1:

- Reimbursement for medical travel will come from Transportation Network instead of your Department of Human Services (DHS) branch office.
- You will need to ask Transportation Network to approve health-related travel covered by your OHP benefits.
- If you are seeking reimbursement for health-related travel that OHP covers, Transportation Network must also approve and repay you for that.

What you should do now

- Please contact Transportation Network at 541-298-5345 or 877-875-4657 (toll free), before July 1 to find out what you need to do for help with future medical travel. They will provide new forms and instructions.
- If your local DHS branch office has already approved travel costs for a trip you are taking July 1 or after, you will need to ask Transportation Network to approve the travel costs.

If your future medical travel will occur before July 1, you will still work with your local DHS branch office for meals, lodging and mileage needed to travel to your health care visits.

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. - 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.

June 6, 2014

Case number:

Important Change in Non-emergent Medical Transportation Services Starting July 1, 2014

Dear Oregon Health Plan (OHP) client,

Starting July 1, 2014, the local transportation brokerage called Transportation Network will be your provider for medical transportation services that are not for an emergency.

This means that after July 1:

- You will no longer be served by your current brokerage, Rogue Valley Transit District (RVTD).
- You will need to ask Transportation Network to approve health-related travel covered by your OHP benefits.
- If you are seeking reimbursement for health-related travel that OHP covers, Transportation Network must also approve and repay you for that.

What you should do now

- Please contact Transportation Network at 541-298-5345 or 877-875-4657 (toll free), before July 1 to find out what you need to do for help with future medical travel. They will provide new forms and instructions.
- If RVTD has already approved travel costs for a trip you are taking July 1 or after, you will need to ask Transportation Network to approve the travel costs.

If your future medical travel will occur before July 1, you will still work with RVTD for meals, lodging and mileage needed to travel to your health care visits.

Questions

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