



Division of Medical Assistance Programs

Information Memorandum Transmittal

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Number: DMAP IM 14-041
Issue Date: 9/24/2014

Authorized Signature

Topic: Medical Benefits

Subject: Summary of October 1, 2014 non-emergent medical transportation (NEMT) changes; updated resources and talking points

Applies to:

- Checkboxes for: All DHS employees, Area Agencies on Aging, Children, Adults and Families, County DD Program Managers, County Mental Health Directors, Aging and People with Disabilities, Other (please specify): AMH and DMAP staff

Message:

Effective October 1, 2014, there are three changes for DMAP's Medical Transportation program:
1. A new transportation provider, Ready Ride, assumes medical transportation responsibilities for AllCare Health Plan members in Curry, Douglas, Jackson and Josephine counties.
2. Jackson Care Connect and Cascade Health Alliance integrate NEMT. However, since these CCOs are continuing to contract with the existing brokerage in their area, there are no changes for their members at this time.
3. OHA will begin reimbursing DHS volunteer drivers for rides. To learn more, read SS-AR-14-011.

Last month, DMAP notified 50,000 AllCare members about their new transportation provider, Ready Ride. To learn more, please review DMAP IM 14-036. AllCare members may contact Ready Ride regarding transportation needs to access any OHP-covered service, including services AllCare does not cover (e.g., dental services for members in AllCare CCOB or CCOE).

DMAP has also updated NEMT staff talking points and the brokerage map with this change. You can find these and other staff resources on DMAP's NEMT intranet page.

As CCOs assume responsibility for NEMT, DMAP will send out client notices to inform clients about changes that will impact how they receive NEMT services. OHA and DHS staff will also be notified on a similar time frame.

If you have any questions about this information, contact:

Table with contact information for Sarah Wetherson, DMAP Policy Analyst, including phone, fax, and email.

Non-Emergent Transportation Brokerages for Oregon Health Plan members

Call a brokerage in your county to ask for rides to appointments for OHP-approved services. In most areas, you can also ask them to approve and reimburse your medical transportation costs. For TTY/Relay Service, dial 711.

If you live in a county listed in **bold** on this map, you will need to contact the following about reimbursement:

- ▶ **Willamette Valley Community Health (WVCH) members:** Contact TripLink.
- ▶ **Clackamas, Multnomah, Washington, and Yamhill counties; non-WVCH members in Marion and Polk counties:** Contact your local DHS/AAA office or OHP Customer Service (1-800-699-9075).

Broker/Call Center	Phone/Fax
<u>Cascades East Ride Center</u> Central Oregon Intergovernmental Council	541-385-8680 1-866-385-8680
<u>Cascades West Ride Line</u> Oregon Cascades West Council of Governments	541-924-8738 1-866-724-2975
<u>Medical Transportation Program - MTP</u> Tri-Met	503-802-8700 1-800-889-8726
<u>Ready Ride</u> For AllCare CCO members only	1-800-479-7920
<u>RideCare</u> Sunset Empire Transportation District	503-861-0657 1-866-793-0439
<u>RideSource Call Center</u> Lane Transit District	541-682-5566 1-877-800-9899
<u>TransLink</u> Rogue Valley Transportation District	541-842-2060 1-888-518-8160
<u>Transportation Network</u> Mid-Columbia Council of Governments	1-877-875-4657
<u>Trip Link</u> Salem Area Mass Transit District	503-315-5544 1-888-315-5544

