



Division of Medical Assistance Programs

Information Memorandum Transmittal

Don Ross, Manager
Medicaid Policy and Planning Section

Number: DMAP IM 14-049
Issue Date: 11/21/2014

Authorized Signature

Topic: Medical Benefits

Subject: Changes in non-emergent medical transportation (NEMT) providers for FamilyCare CCO and HealthShare CCO members, and OHP fee-for-service clients in Clackamas, Multnomah, and Washington Counties, effective January 1, 2015.

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:

The local transportation brokerage, Medical Transportation Program or MTP (a service of TriMet) will no longer serve FamilyCare CCO members and HealthShare CCO members in Clackamas, Multnomah, and Washington Counties beginning January 1, 2015. Instead, Ride to Care will handle the members' health care needs for rides, mileage, meals and lodging.

On or before December 5, 2014, we will send the attached letter to approximately 88,000 households with members enrolled in HealthShare, and 28,000 households with members enrolled in FamilyCare.

All affected members are asked to call Ride to Care after December 10 to let them know if the member has any health care travel already approved by MTP for use Jan. 1 or after. Once they call, the members will receive new forms and instructions from Ride to Care. The phone number for Ride to Care is 855-321-4899.

Fee-for service

There are also approximately 6,000 households with FFS clients affected by a change in their NEMT provider, effective January 1, 2015. Please look for more information about service for FFS clients on or around December 1, 2014.

If you have any questions about this information, contact:

Table with contact information: Sarah Wetherson, DMAP Policy Analyst. Phone: 503-569-6342, Fax: 503-947-1119, E-mail: sarah.e.wetherson@state.or.us

12/04/2014

<<Client name>>

Client number: <<Client case number>>

<<Client address>>

<<Client city, State ZIP>>

## **Important change in your Medical Transportation starting January 1, 2015**

Dear <<CCO name>> member,

This letter is about your health care travel needs through the Oregon Health Plan (OHP) that are not for an emergency.

Starting January 1, 2015, Ride to Care (*a service of Access2Care*) will handle your health care travel needs. The only change you will see is a new phone number to call for arranging transportation services. You will still see the same great drivers and transportation companies you always have.

A local transportation brokerage called Medical Transportation Program or MTP (*a service of TriMet*) currently helps OHP clients arrange for health care travel needs. These health care travel needs under the OHP are for rides, mileage, meals and lodging. As of December 31, 2014, MTP will no longer assist OHP clients enrolled with <<CCO name>> in your area.

### **What to do before January 1**

If you need travel for health care before January 1, you will still work with MTP. They will handle your health care travel needs until January 1.

## **What you should do**

Please call Ride to Care beginning on December 10, 2014. Their Call Center telephone number is 1-855-321-4899 (*toll free*). Ride to Care will provide new forms and important instructions for health care travel beginning January 1.

Tell Ride to Care about any health care travel that MTP has already approved for you to use January 1 or after.

## **Questions**

- ▶ Call OHP Customer Service at 1-800-699-9075 (*available from 7 a.m. to 6 p.m., Monday through Friday*) if you have questions about this letter or 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 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.