



Division of Medical Assistance Programs

Information Memorandum Transmittal

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Authorized Signature

Number: DMAP IM 14-050
Issue Date: 12/23/2014

Topic: Medical Benefits

Subject: Summary of January 1, 2015 non-emergent medical transportation changes; client announcement, 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:

Several changes are in store for the DMAP Medical Transportation Program, effective January 1, 2015.

- Earlier this month, DMAP notified 116,000 households with Health Share of Oregon and FamilyCare members about Ride 2 Care assuming brokerage responsibilities for Clackamas, Multnomah, and Washington counties. To learn more, please review DMAP IM 14-049.
This month, DMAP will notify 6,000 households with Oregon Health Plan fee-for-service (open card) members about Tri-County MedLink assuming brokerage responsibilities for Clackamas, Multnomah, and Washington counties. See below for a copy of this letter.
Note: Branch offices in the Tri-County area will no longer be responsible for approving non-emergent ambulance rides or providing reimbursement for mileage, meals, and lodging associated with non-emergent medical transportation for OHP clients.

These changes affect clients and workers as follows:

Table with 3 columns: County, Reimbursement, Ride requests. Rows include Marion/Polk/Yamhill and Clackamas/Multnomah/Washington counties.

All other counties	<p>All OHP members should contact the local brokerage.</p> <p>Branch staff should not process NEMT reimbursement.</p>	For all rides, all OHP members will continue to contact the brokerage.
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To help prepare for these changes, please review the January 1 talking points below and the updated protocol for handling NEMT requests below.

As CCOs assume responsibility for NEMT, DMAP will send out client notices to inform clients about changes that will affect 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:

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December 23, 2014

Client ID number:

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

Dear OHP client,

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

A local transportation brokerage called Medical Transportation Program or MTP (a service of TriMet), currently helps OHP clients with health care travel needs that are not for an emergency. These health care travel needs under the OHP are for rides, mileage, meals and lodging.

Starting January 1, 2015, a different brokerage called Tri-County MedLink will handle your health care travel needs. MTP will no longer assist OHP clients 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 now

Please call Tri-County MedLink. Their Call Center telephone number is 1-866-336-2906 (toll free). Tri-County MedLink will provide new forms and important instructions for health care travel beginning January 1.

Tell Tri-County MedLink 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.

Talking points regarding January 1, 2015 changes to non-emergent medical transportation contacts

DHS/OHA staff: Please use this document to answer questions you receive from clients about upcoming contact changes for non-emergent medical transportation (NEMT) requests (reimbursement or arrangements for travel needed to receive OHP-covered services).

What is changing?

Starting on January 1, 2015, if you are a member of FamilyCare or Health Share of Oregon, you will need to ask your new local brokerage, Ride to Care, about NEMT requests. If you have open card, you will need to contact your new local brokerage, Tri-County MedLink, about NEMT requests.

This includes requests for mileage, meals and lodging, which your branch office will no longer take care of for you.

For all counties, client reimbursement requests will be handled by the local brokerage, with some exceptions as noted above for Marion, Polk and Yamhill Counties. If you live in Clackamas, Multnomah, or Washington counties this means:

- You must ask your local brokerage for prior approval and reimbursement for travel after January 1, 2015.
- For travel prior to January 1, you will still get approval and reimbursement from your DHS branch or OHP Customer Service for meals, lodging and mileage.

Note: Not all brokerages are assuming this responsibility on January 1. [Use the brokerage map](#) to verify if a client should contact their DHS/AAA office, OHP Customer Service or the brokerage.

Why is this change being made?

We are working with brokerages and CCOs to improve coordination of your care. They:

- Conduct a greater number of eligibility screenings for transportation requests.
- Are very familiar with program rules and policies.
- Help ensure clients are treated consistently, while verifying policies are followed.

My branch office already approved my transportation costs –what do I do now?

If your branch office agreed to reimburse you for travel after January 1, please call your local brokerage for reimbursement. Remember to contact your local brokerage for future travel.

Will I receive the same reimbursement that I've gotten from my branch?

Brokerages and CCOs follow similar policies, rules and procedures as branch offices. They reimburse at least the amount that DHS/OHA sets. Currently that is:

- Private Car Mileage – \$.25 per mile
- Meals – \$12.00 per day, or
- Breakfast – \$3.00
- Lunch – \$3.50
- Dinner – \$5.50
- Lodging – \$40.00 per night

I'm a foster parent and receive reimbursement for things that the brokerages may not cover.

Child Welfare clients may receive additional reimbursements. Talk to your worker about payment for anything that is not NEMT.

I don't know who my local brokerage is.

Staff should [use the brokerage map](#) to answer this question.

Note: Not all brokerages are authorizing/reimbursing clients on January 1. The chart shows, by county, the areas where brokerages or CCOs are assuming these duties and where they are not and where DHS branches or OHP Customer Service will continue to be responsible.

NEMT Client Reimbursement Procedure

For DHS/AAA staff in Marion, Polk, and Yamhill counties only

Note: In Marion, Polk, and Yamhill counties, members of Willamette Valley Community Health should contact their local brokerage (not DHS/OHA) for reimbursement.

Department of Human Services (DHS) medical cases

If a medical case is still open in a branch for Area Agency on Aging (AAA), Aging and People with Disabilities (APD), Child Welfare (CW), or Self-Sufficiency Program (SSP):

Transportation has already occurred	Transportation has not occurred
<ol style="list-style-type: none"> 1. Reimburse payment per the transportation section of the DMAP Worker Guide. 2. SSP branches then transfer the medical case to OHP Customer Service (Branch 5503): <ul style="list-style-type: none"> • If medical case is combined with Temporary Assistance for Needy Families/Employee-related Day Care (TANF/ERDC), follow the case splitting procedures as outlined in SS-AR-13-009 • When splitting cases, review for good cause coding as outlined in SS-AR-13-011. 	<ol style="list-style-type: none"> 1. Review for eligibility of payment and give prior authorization. Information about prior authorization and eligibility for medical transportation reimbursement is provided in the DMAP Worker Guide. 2. Follow normal procedure for customers who need assistance with arranging transportation. 3. SSP branches then transfer the medical case to OHP Customer Service (Branch 5503). <ul style="list-style-type: none"> • For urgent requests, SSP will follow OHP Customer Service's Urgent Request process (below).

OHP Customer Service (branch 5503) medical cases

If a medical case is now open in branch 5503 and the client is contacting the local DHS/AAA office:

Non-urgent requests	Urgent requests
<ol style="list-style-type: none"> 1. Tell the client that OHP Customer Service at 1-800-699-9075 will arrange for their future transportation needs or reimbursement. 2. If the customer has documentation they need to send, such as verification that they attended a medical appointment, send it to OHP Customer Service as follows: <ul style="list-style-type: none"> • Send email to: Medical.TransportationRequests@dhs.oh.state.or.us. • Subject: "Medical Transportation Reimbursement Request". • Or fax to 503-373-7493 (Salem). The fax cover sheet should include the words "Medical Transportation Reimbursement Request" in large bold letters. 	<ol style="list-style-type: none"> 1. Send a high-priority email to "Medical Transportation Requests." <ul style="list-style-type: none"> • Reimbursements - The subject line should read: "URGENT – Payment Needed" • Transportation needs - The subject line should read: "URGENT - Medical Transportation Request" • The email must include: <ul style="list-style-type: none"> ○ Customer's name and prime #; ○ Reason for urgent request; ○ Contact information for customer or anyone seeking assistance on their behalf. If possible, collect an active phone number and mailing address for future questions; ○ If applicable, scan and attach any documentation the customer provides.

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:

- ▶ **Yamhill County; 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
<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>Ready Ride</u> For AllCare CCO members only	1-800-479-7920
<u>Ride to Care</u> For FamilyCare and Health Share of Oregon members only	1-855-321-4899
<u>RideCare</u> Sunset Empire Transportation District	503-861-0657 1-888-793-0439
<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
Tri-County MedLink Fee-for-service members only	1-866-336-2906
<u>Trip Link</u> Salem Area Mass Transit District	503-315-5544 1-888-315-5544

