

Donald Ross, Manager
Operations and Policy

Number: DMAP IM 15-015

Authorized Signature

Issue Date: 11/02/2015

Topic: Medical Benefits

Subject: Non-emergent medical transportation (NEMT) change for fee-for-service (FFS) members in Marion and Polk counties

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): Health Systems (formerly AMH and MAP) staff |
| <input type="checkbox"/> County DD Program Managers | |

Message:

The Division will mail the following letter to approximately 3,200 FFS-only Oregon Health Plan (OHP) members in Marion and Polk counties. It tells them that they can now call TripLink to ask for reimbursement for travel to OHP-covered health care visits scheduled on or after November 1, 2015.

This also means that starting November 1, 2015, in all counties:

- OHP members will contact their brokerage or CCO for both rides and reimbursement requests.
- DHS/OHA staff should not process reimbursement requests for mileage, meals, or lodging.

For updated staff talking points, [brokerage map](#), and phone numbers, visit the [NEMT intranet page](#).

The Medical Transportation section of the [DMAP Worker Guide](#) has also been updated to remove the branch authorization procedures effective November 1.

If you have any questions about this information, contact:

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

Statewide Processing Center
PO Box 14520
Salem, OR 97309



P.O. Box 14520, Salem, OR 97309-5044
Voice: 1-800-699-9075
FAX: 503-373-7493
TTY: 711
www.ohp.oregon.gov

11/06/2015

<<Case Name>>
<<Street Address>>
<<Street Address 2>>
<<City>>, <<State>> <<ZIP>>

Case ID: <<Case#>>

Contact change for medical transportation help

Call TripLink if you need help paying for travel to health care visits

<<Case Name>>,

As an Oregon Health Plan (OHP) member in Marion or Polk County, you can call your local ride service, TripLink, to ask for a ride to a health care visit that OHP covers.

Now, you can also call TripLink to ask if they will pay for costs like gas, meals and lodging for covered health care visits scheduled on or after November 1, 2015.

- You will need to ask TripLink about this **before** your appointment.
- TripLink will only approve travel costs that you cannot pay yourself.

Your worker will no longer approve travel costs for you.

What to do when you need help with health care trips

Please call TripLink at 1-888-315-5544 (toll free) or 503-315-5544 (local).

If your worker approved travel costs after November 1, please let TripLink know before you go.

Questions?

We want to make sure you have the information you need. If you have any questions, call us at 1-800-699-9075 or 711 (TTY), Monday through Friday, 7 a.m. to 6 p.m.

You can get this letter in another language, large print, or another way that is best for you. Call 1-800-699-9075 (TTY 711).