



Yamhill Community Care Non-Emergent Medical Transportation (NEMT) WellRide Information Sheet

DEFINITIONS:

Word or Acronym	Definition
Appeal	A request by a member or representative to review an Action/Adverse Benefit Determination.
Call Center	A center that manages incoming and outgoing telephone calls with members. The center may help manage visits or provide resources.
Complaint	Any expression of dissatisfaction distinct from an action. Complaints may also be called grievances and both terms are used.
Direct Threat	<p>Significant risk to the health or safety of others. A direct threat is one that:</p> <ul style="list-style-type: none"> • Cannot be eliminated or reduced to an acceptable level through the provision of auxiliary aids and services or through reasonably modifying policies, practices, or processes. • Is identified through an individual assessment that relies on current medical evidence or the best available objective that shows: <ul style="list-style-type: none"> ○ The nature, duration, and severity of the risk; ○ The probability that a potential injury will actually occur; and ○ Whether reasonable modification of policies, practices, or processes will lower or eliminate the risk.
Dual Eligible	Members who qualify for both Medicare and Medicaid.
Dual Special Needs Plan (D-SNP or DSN Plan)	Medicare Advantage plan that limits enrollment to Medicare beneficiaries who meet certain eligibility criteria, these plans serve people who have both Medicare and Medicaid benefits.

Emergency	Physical, mental or dental health services from a qualified provider necessary to evaluate or stabilize an emergency medical condition, including inpatient and outpatient treatment that may be necessary to assure within reasonable medical probability that the patient's condition is not likely to materially deteriorate from or during a member's discharge from a facility or transfer to another facility.
Full Benefit Dual Eligible (FBDE)	For the purpose of Medicare Part D coverage, Medicare clients who are also eligible for Medicaid.
Grievance	<p>A member or member's representative expressions of dissatisfaction to Yamhill Community Care, a partner, or practitioner about any matter other than an Action, as defined above.</p> <ul style="list-style-type: none"> • Grievances may also be called complaints, concerns, problems, or issues by the member or member's representative. • The expression may be in whatever form of communication or language that is used by the member or member's representative but must state the reason for the dissatisfaction. <p>For the purpose of this policy and those relating to the grievance system the terms complaint and grievance are used interchangeably.</p> <p>Examples of grievances are:</p> <ul style="list-style-type: none"> • Problems making visits • Problems finding a provider near a member's area • Not feeling respected or understood • Treatment members weren't sure about, but got anyway • Bills for services members did not agree to pay • Disputes on YCCO extension proposals to make authorization decisions
Medicare Advantage (MA)	Type of Medicare health plan offered by a private company that contracts with Medicare. Medicare pays the premiums for participants in Medicare Advantage plans.
Network	A group of providers that YCCO contract with to provide services. They are the doctors, dentists, therapists and other providers that work together to keep YCCO members healthy.
Network Provider/Participating Provider	A provider that is contracted with YCCO to provide services to YCCO members.
Non-Emergent Medical Transport (NEMT)	Ride to or from a source of covered service, that does not involve a sudden, unexpected occurrence which creates a medical crisis requiring emergency medical services as defined in OAR 410-120-0000 and requiring immediate ride

	to a site, usually a hospital, where appropriate emergency medical care is available.
Notice of Action Benefit Denial (NOABD)	A Notice of Action/Adverse Benefit Determination is a written notification to the member that documents when an action is intended or taken, including, but not limited to denials or limiting prior authorization of a requested covered service(s) in an amount, duration, or scope that is less than requested, or reductions, suspension, discontinuation or termination of a previously authorized service, or any other Action. The notice is in written format, as described in OAR 410-141-3240 and 410-141-0263.
Secured Rides	NEMT services for the involuntary ride of members who are in danger of harming themselves or others.

Request for NEMT rides can be made by all members or their representatives on their behalf. Representatives may include the members Community Health Worker, foster parent, adoptive parent, or other provider delegated with the Authority.

Call Center Operations

YCCO’s subcontractor, WellRide, maintains a dedicated NEMT Call Center (Call Center) staffed to handle requests for NEMT Rides as well as general questions, comments, and from **YCCO** Members and their Representatives, NEMT Providers, and Providers regarding NEMT Rides.

- The Call Center’s toll-free telephone number is 844-256-5720 or TTY 711, is available Monday through Friday 7:30 a.m. to 6 p.m. and has both English and Spanish language prompts. The welcome message also tells members that alternative languages are available upon request and that calls are recorded for quality assurance purposes.
- After hours call center coverage is provided through an after-hours service, with a message available in English and Spanish, explaining how to access alternative arrangements after hours.
- When a message is left after hours and the message is evident and has a valid phone number, all messages are responded to the next Business Day. Efforts to contact the Member continue until the Member is reached or, if unable to contact the member, a responsive message is left. Call Center staff document all efforts to return a Member’s call or respond to a message.
- The Call Center will be closed on New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas.

- In the event the Call Center is unable to answer with a live voice within thirty (30) seconds, a message is provided advising the caller that the call will not be answered with a live voice in 30 seconds and offering the caller the opportunity to leave a message. Voice messages will be returned within 3 hours and Call Center staff will make, as may be necessary, at least 3 phone calls in the 3rd hour to reach the member. If the member or member's representative cannot be reached directly after 3 calls, the person returning the call will leave a message with the person answering the call or, if applicable leave a voice message. All efforts relating to the member leaving a message will be documented and all messages will be consistent with privacy requirements as applicable.
- Call Center has multi-lingual staff (minimum of Spanish) to communicate to callers. YCCO provides oral interpretation services free of charge to callers with limited English proficiency as well as those who are hearing and/or speech impaired.
- Call Center's automatic call distribution system offers callers options to route incoming calls to an English-speaking member queue, Spanish speaking member queue, NEMT provider queue, and a healthcare provider queue. OHA approved Call Center scripts are utilized to sequence questions and criteria that is used to determine member eligibility, appropriate mode of ride, purpose of the trip and other pertinent info relating to the trip.

Eligibility and Verification:

All NEMT ride requests are screened and confirmed for eligibility as follows:

- NEMT Rides are available to eligible Members twenty-four hours a day, three hundred and sixty-five days a year by contacting the NEMT Call Center. Prior to determining appropriate mode of ride and scheduling the ride, Call Center staff verify eligibility with YCCO via Community Integration Manager (CIM) or the Medicaid Management Information System (MMIS). For Full Benefit Dual Eligible members, eligibility is verified for services with member's Medicare Advantage or Dual Eligible Special Needs Plan or directly with member's Medicare provider.
- Call Center will confirm that the ride requested for an eligible Member is a covered service or a health-related service. For FBDE Members, Call Center will verify that such Members require NEMT to travel to Medicaid or Medicare covered visit within YCCOs service area or outside the service area if NEMT rides are not available within contractor's service area and for which Contractor is responsible for cost sharing, including the NEMT rides.

Determining Mode of Ride & Timely Access to Rides

YCCO is committed to assuring all Members are able to access the appropriate mode of ride to meet the needs of the Member through the following assessment process:

- Assessment of ambulatory ability, current level of mobility and functional assessment;
- Whether Member will be accompanied by an attendant, including those permitted under OAR 410-141-3450, and whether the Member requires help and whether the attendant meets the requirement for an attendant;
- Whether the Member is under the age of eighteen (18) and will be accompanied by an adult;
- Whether the member has any special conditions or needs including physical or behavioral health disabilities and modify, as may be required, the NEMT rides in accordance with OAR 410-141-3465;
- Based on approval of previous NEMT Rides, Call Center shall display Members' permanent and temporary special needs, appropriate mode of ride, and any other info necessary to ensure that appropriate ride is approved and provided;
- Requires Secured Ride in accordance with OAR 410-141-3455
- Modifications and Appropriate Modes of Ride for Members with Disabilities:
 - YCCO will not apply criteria, standards, or practices that screen out, or tend to screen out, people in a protected class from fully and equally enjoying any services or programs unless:
 - The criteria can be shown to be necessary for providing those good and services; or
 - YCCO determines the screening or exclusion identifies a direct threat to the health and safety of others.
 - YCCO and their partners or subcontractor will comply with the Authority's non-discrimination and modification rules in OAR 943-005-000 through 943-005-0070.
- YCCO's screening and mode assignment will ensure that all Members have timely access to NEMT Rides and that Members arrive at their destination with sufficient time to check in and prepare for an appointment. Timely access has timely pick up of Members at the end of their visits to provide the return trip without excessive delay.
- Contingency plans are implemented such that unexpected peak Ride demands and back-up plans for instances when a vehicle is excessively late (more than fifteen minutes late) or is otherwise rendered unavailable for service

Scheduling and Dispatching NEMT Rides

Members, or their Representatives, may make requests for NEMT Rides.

Representatives include the Member's Community Health Worker, foster parent, adoptive parent, or other Provider with this authority.

- Request is approved or denied per OARs 410-141-3225 through 410-141-3255, 410-141-3435 and 410-141-3465;
- Members will be informed of the ride arrangements during the phone call requesting the ride. If this cannot occur, Member will be contacted according to the preferred method (e.g., phone call, email, text, fax) and preferred time of contact, and Members will be notified of the ride arrangements as soon as the arrangements are in place and prior to the date of the NEMT ride. Information about arrangements must include, but not be limited to:
 - the name and telephone number of the NEMT provider,
 - the scheduled time and address of pick up,
 - and the name and address of the provider to whom the member seeks ride.
- Members shall not be responsible for making ride arrangements for covered rides.
- Members or their Representatives may schedule same day NEMT Rides and may schedule rides at least twenty-four (24) hours in advance.
- Members will be scheduled and assigned to an appropriate NEMT provider upon approval of the NEMT Ride request. Member will not be limited to a fixed route provider.
- Requests for approving and scheduling, or denying, a request for NEMT Rides will occur within twenty-four hours of receiving the request. This requirement has all legs of the trip and this timeframe is reduced, as necessary, to ensure the member arrives in time for such Member's appointment, and
- Scheduling staff will monitor dispatched trips including providing updated info to drivers, monitoring drivers' locations, and resolving pick-up and delivery issues.
- Scheduling staff will accommodate schedule changes, including unforeseen schedule changes, including the timely reassignment of the affected trip to another NEMT provider if necessary. Neither NEMT Provider will change the assigned pick-up time without prior, documented permissions from Call Center scheduling staff.

Pick Up and Delivery Requirements

- All Drivers will make their presence known to Members and drivers will wait until, at a minimum, fifteen (15) minutes after the scheduled pick-up time. If the Member is not present fifteen (15) minutes after the scheduled pick-up time, the driver will notify the dispatcher before departing from the pick-up locations.
- Drivers will provide, at a minimum, the approved level of service such as curb-to-curb, door-to-door or hand-to-hand.

- Members will arrive at pre-arranged times for visits and will be picked-up at pre-arranged times for the return leg of the trip. If there is no pre-arranged time for the return leg of the trip, Members will be picked-up within one (1) hour after notification. Pick-up and drop-off times will be captured such that Contractor can supply reports as requested by OHA. Members may not be required to arrive at their scheduled visit more than one (1) hour before their visit time. Members may not be dropped-off for their visit before the Provider's office or facility has opened its doors; and
- The waiting time for Members for pick-up will not exceed fifteen (15) minutes past the scheduled pick-up time. Scheduled pick-up times will allow the appropriate amount of travel time to assure the Member arrives with sufficient time to check-in for their appointment. Members will be dropped-off for their visits no less than fifteen (15) minutes prior to their visit time to prevent the drop off time from being considered a late drop off.

Vehicle Equipment and Driver Standards

YCCO requires all vehicles used for NEMT rides to meet the following requirements for the comfort and safety of the members:

Vehicle Interior Standards

The interior of the vehicle will be clean and free from any debris impeding a member's ability to ride comfortably; Smoking, aerosolizing or vaporizing of inhalants is prohibited in the vehicle at all times in accordance with ORS 433.835 to 433.990 and OAR 333-015-0025 to 333-015-0090; and

Passenger Safety and Comfort

The Driver will comply with appropriate local, state, and federal ride safety standards regarding passenger safety and comfort. The vehicle will include, but is not limited to, the following safety equipment:

- Safety belts for all passengers if the vehicle is legally required to provide safety belts;
- First aid kit;
- Fire extinguisher;
- Roadside reflective or warning devices;
- Flashlight;
- Tire traction devices when appropriate;
- Disposable gloves; and

- All equipment necessary to ride members using wheelchairs or stretchers, if the member is using a wheelchair or stretcher.

Vehicle Maintenance

A preventive maintenance schedule will be followed for each vehicle that incorporates at a minimum all maintenance recommended by the vehicle manufacturer.

Vehicle Condition

The vehicle must be in good operating condition and will include, but is not limited to, the following equipment:

- Side and rear-view mirrors;
- Horn; and
- Working turn signals, headlights, taillights, and windshield wipers.

Driver Contracting

Prior to hiring an NEMT driver, the following requirements and process will be ensured:

- The driver must have a valid driver license. The license must be the class of license with any required endorsements that permits the driver to legally operate the vehicle for which they are hired to drive pursuant to ORS chapter 807 and OAR chapter 735, division 062, or the applicable statutes of other states; and
- The driver must pass a criminal background check in accordance with ORS 181.534, 181.537, and OAR chapter 257, division 10. If the driver is employed by a mass transit district formed under ORS Chapter 267, the driver must pass a criminal background check in accordance with ORS 267.237 as well as the ma1.ss transit district's background check policies.
- YCCO's will have an exception process to the criminal background check requirement that may allow approval of a driver with a criminal background under certain circumstances. The exception process must include review and consideration of when the crime occurred, the nature of the offense, and any other circumstances to ensure that the member is not at risk of harm from the driver. Any approvals made through the exception process must be documented and maintained for three calendar years, even if the CCO is no longer a Medicaid enrolled provider before the end of the three years. The Authority may request this info at any time during the three-year retention period.

Driver Training

Drivers authorized to provide NEMT rides will receive training on their job duties and responsibilities including:

- Understanding NEMT rides in general, reporting forms, vehicle operation, for fraud and abuse reporting, and the geographic area in which drivers will provide service;

- Completing the National Safety Council Defensive Driving course or equivalent within six months of the date of hire and at least every three years thereafter;
- Completing Red Cross-approved First Aid, Cardiopulmonary Resuscitation, and blood spill procedures courses or equivalent within six months of the date of hire and maintain the certification;
- Completing the Passenger Service and Safety course or equivalent course within six months of the date of hire and at least every three years thereafter; and
- Understanding the CCO's established procedures for responding to a members' needs for emergency care should they arise during the ride.

Participating Provider Driver Requirements

All Drivers are subject to the Participating Provider credentialing requirements of OAR 410-141-3120 prior to providing rides and must be enrolled as a Participating Provider.

Out-of-State NEMT Providers

For authorized out-of-state NEMT rides in which the ride provider solely performs work in the other state and for which the CCO has no oversight authority, the CCO is not responsible for requiring that the subcontractor's vehicle and standards meet the requirements set forth in this rule.

Accidents and Events

In the event of an accident resulting in driver or passenger injury or fatality, or events involving abuse or alleged abuse by the driver (individually and collectively, an Event), YCCO will provide OHA with Administrative Notice of the Event. Such Notice shall be made as follows:

- Within twenty-four (24) hours of YCCO becoming aware of the Event;
- The notice will contain a description of the Event without limitation:
 - the name of the driver,
 - the name of the passenger,
 - the location of the Event,
 - the date and time of the Event,
 - description of the Event and any injuries sustained as a result of the Event,
 - whether the driver or the passenger required treatment at a hospital,
 - police report number, if applicable, or a full police report to OHA as soon as possible after providing Notice of the Event
- YCCO will cooperate in any related investigations

Ride Modifications

YCCO informs Members' of their rights and responsibilities as passengers, including the right to file a complaint and request reconsideration, and provides this information in all general info materials such as Member handbooks and materials posted on YCCO's Website.

Passenger Safety

YCCO maintains policies and procedures that ensure the safety of all passengers in NEMT vehicles and provides the info to contractors, subcontractors, and members receiving NEMT rides.

Modification of Rides Requested

Both YCCO and a Member may request modification of NEMT rides when the member:

- Threatens harm to the driver or others in the vehicle.
- Has a health condition that creates a health or safety concern to the driver, others in the vehicle, or the member as described in OAR 410-141-3439.
- Engages in behaviors or circumstances that place the driver or others in the vehicle at risk of harm.
- Engages in behavior that, in YCCO's judgment, causes local medical providers or facilities to refuse to provide further services without modifying NEMT rides.
- Frequently does not show up for scheduled rides.
- Frequently cancels the ride on the day of the scheduled ride time.

Reasonable Modifications

YCCO may make reasonable modifications including, but not limited to, requiring members to:

- Use a specific ride provider;
- Travel with an attendant;
- Use public ride where available;
- Drive or locate someone to drive the member and receive mileage reimbursement;
- Confirm the ride with the NEMT provider on the day of or the day before the scheduled ride.

Pre-Modification Process

Before modifying rides, the NEMT provider, a CCO representative, and the member shall:

- Communicate about the reason for imposing a modification;
- Explore options that are appropriate to the member's needs;
- Address health and safety concerns;
- YCCO or member may include the members care team in the discussion;

- The member may include another person of their choosing in the discussion.

Modification Based on Protected Class Status

Responses to requests for modification or auxiliary aids based on disability or other protected class status under state or federal rule or law will comply with the Americans with Disabilities Act and all other applicable state and federal laws and rules.

- YCCO may not modify NEMT rides under this rule due solely to a request for modification or auxiliary aid based on disability or other protected class status.

Modification Restrictions

YCCO may not modify NEMT rides to result in a denial of NEMT rides to a member. All reasonable efforts will be made to offer an appropriate alternative to meet a member's needs under the circumstances.

Modifications for People with Disabilities

In the event there is a significant risk to the health and safety of others, it can be described as a "direct threat." This means there is a significant risk to the health or safety of others, A direct threat is one that:

- Cannot be eliminated or reduced to an acceptable level through the provision of auxiliary aids and services or through reasonably modifying policies, practices, or processes.
- Is identified through an individual assessment that relies on current medical evidence or the best available objective evidence that shows:
 - The nature, duration, and severity of the risk;
 - The probability that a potential injury will actually occur; and
 - Whether reasonable modification of policies, practices, or processes will lower or eliminate the risk.
- YCCO does not apply criteria, standards, or practices that screen out or tend to screen out people in a protected class from fully and equally enjoying any goods, services, programs, or activities unless:
 - The criteria can be shown to be necessary for providing those goods and services; or
 - YCCO determines the screening or exclusion identifies a direct threat to the health and safety of others.
- CCOs and their subcontractors shall comply with the Authority's non-discrimination and modification rules found at OAR 943-005-0000 to 943-005-0070.
- YCCO members may use the processes and rights specified in OAR 410-141-3260 through 3264 (Grievance System and Contested Case Hearings Rules).

Attendants for Child and Special Needs Rides

Parents or guardians must provide an attendant to accompany the following members or in the following circumstances while traveling to and from medical visits. Exceptions include those instances where the Driver is a Department of Human Services (Department) volunteer or employee or an Authority employee.

- Children under 12 years of age who are eligible for NEMT rides to and from OHP-covered medical services and children and young adults with special physical or developmental needs regardless of age
- The member requires secured ride pursuant to OAR 410-141-3437
- (Secured Rides); or an ambulance provider rides the member for non-emergent services, and YCCO reimburses the ambulance provider at the ambulance ride rate, per contract or non-contracted rate policy.
- All NEMT ambulance rides shall have an attendant when the CCO uses an ambulance to provide wheelchair or stretcher car or van rides.
- An attendant may be the member's mother, father, stepmother, stepfather, grandparent, or guardian. The attendant may also be any adult the parent or guardian authorizes. An attendant may also be the member's brother, sister, stepbrother, or stepsister if the attendant is at least 18 years of age, and the parent or guardian authorizes it.
- YCCO may require the member's parent or guardian to provide written authorization for an attendant other than the parent or guardian to accompany the member.
- YCCO will not bill additional charges for a member's attendant and the attendant must accompany the member from the pick-up location to the destination and the return trip. The attendant must also remain with the member during their appointment.
- The member's parent, guardian, or adult caregiver shall provide and install safety seats as required by ORS 811.210 - 811.225. An NEMT driver may not ride a member if a parent or guardian fails to provide a safety seat that complies with state law.

Contingencies – Operational Redundancy & Adverse Weather

YCCO is committed to providing ride for Members who need critical medical care during adverse weather conditions or in the event of a technology failure that interrupts the scheduling of rides and dispatching of Drivers.

Critical Medical Care

YCCO will provide for the ride of Members who need critical medical care, including but not limited to, renal dialysis and chemotherapy, during adverse weather conditions.

Adverse weather conditions include, but is not limited to, extreme heat, extreme cold, flooding, tornado warnings and heavy snowfall, or icy roads.

Policies and Procedures

Policies and procedures for adverse weather events or electrical/technological failure shall include staff training, contingency plans for methods of notification, and Member education including, but not limited to:

- Determination of which life sustaining rides are scheduled for the impacted day(s) during adverse weather or other events;
- Determination of available providers when driver or ride provider is excessively late;
- Process for contacting Drivers to be contacted, scheduled and unscheduled to determine availability to provide scheduled rides for the day(s) impacted.
- NEMT customer service will assign trips to providers who are able/willing to provide rides.
- When possible, the telephone greeting will be changed to indicate the area is experiencing inclement weather or other events and explain to callers what to expect.
- All members will be contacted with scheduled rides to indicate whether or not the ride will be available and an altered time frame based on road conditions to be expected.
- All members will be contacted with an alternate provider, provided all the required provider info when rescheduling takes place due to excessive lateness of the scheduled provider.
- Dialysis facilities will be contacted to explain ride will be provided but that they should expect delays on inclement weather days.

Miscellaneous

Out of Service Area Rides

YCCO provides NEMT rides outside of the service area under the following circumstances:

- The member is receiving an OHP-covered health care service that is not available in the service area but is available in another area of the state;
- The member is receiving an OHP-covered service where the service location is not more than 75 miles from the Oregon border and contiguous to the CCO service area;

- The CCO determines that no local medical provider or facility as outlined in OAR 410-141-3220 will provide OHP-covered medical services for the member; or,
- The member is receiving an OHP-covered service outside of Oregon that is not available in Oregon.
- A service the CCO approves that allows a client to access other services YCCO authorizes.

Secured Rides

Secured Ride means NEMT rides for the involuntary ride of members who are in danger of harming themselves or others. Secured rides may be used when:

- YCCO verified that the secured transporter has met the requirements of the secured ride OAR 309-033-0200 through OAR 309-033-0970, and the secured transporter is able to ride the member who is in crisis or at immediate risk of harming themselves or others due to mental or emotional problems or substance abuse; and
- The ride is to a Medicaid enrolled facility that the Authority recognizes as being able to treat the immediate medical or behavioral health care needs of the member in crisis.
- One additional attendant may accompany the member at no additional charge when medically appropriate, such as to administer medications in-route or to satisfy legal requirements including, but not limited to, when a parent, legal guardian, or escort is required during ride.
- YCCO will authorize rides to and from OHP covered medical services for an eligible member for court ordered medical services with the following exceptions:
 - The member is in the custody of or under the legal jurisdiction of any law enforcement agency;
 - The member is an inmate of a public institution as defined in OAR 461-135-0950 (Eligibility for Inmates); or
 - The Authority has suspended the member's OHP eligibility per ORS 411.443 or ORS 411.439.
- YCCO will assume that a member returning to their place of residence is no longer in crisis or at immediate risk of harming themselves or others, and is, therefore, able to use non-secured ride. In the event that a secured ride is medically appropriate to return a member to their place of residence, YCCO shall obtain written papers signed by the treating medical professional stating the circumstances that required secured ride. YCCO shall retain the papers and a copy of the order in their record for the Authority to review.
- YCCO may approve and pay for secured medical ride provided to a person going to or from a court hearing or to or from a commitment hearing if there is no other source of funding for this ride.

Ground and Air Ambulance Rides

Transporting a member via ambulance is required when a medical facility or provider states the member's medical condition requires the presence of a health care professional during the emergency or non-emergency ride. This includes neonatal rides. For NEMT rides, YCCO shall authorize the ride with a medical technician when a member's medical condition requires a stretcher, the length of ride would require a personal care attendant; and the member does not have an attendant who can assist with personal care during the ride.

- When a member's medical condition is an emergency as defined in OAR 410-120-0000, emergency ambulance ride must be used. The ambulance must ride the member to the nearest appropriate facility able to meet the member's medical needs.
- YCCO shall verify that the Authority has licensed providers of ground or air ambulance rides to operate ground or air ambulances. If the ambulance ride provider is located in a contiguous state and regularly provides rides to OHP members, YCCO will ensure that both the Authority and the contiguous state have licensed the ambulance ride provider.

Member Reimbursed Mileage, Meals, and Lodging

- YCCO may prior authorize a member's mileage, meals, and lodging to covered medical service in order for the member to qualify for reimbursement subject to the following conditions.
- YCCO may disallow a client reimbursement request received more than 45 days after the travel.
- YCCO shall reimburse a member for mileage, meals, and lodging at rates not less than the Authority's allowable rates according to the Division's fee schedule at <http://www.oregon.gov/oha/healthplan/pages/feeschedule.aspx>.
- The member must return any papers a CCO requires before receiving reimbursement.
- YCCO may hold reimbursements under the amount of \$10 until the member's reimbursement reaches \$10.
- A CCO shall reimburse members for meals when a member travels:
 - Out of their local area as outlined in OAR 410-141-3220 (4) (a) and
 - for a minimum of four hours round-trip.
- YCCO's will reimburse members for lodging when:
 - A member would otherwise be required to begin travel before 5 a.m. in order to reach a scheduled appointment;
 - Travel from a scheduled visit would end after 9 p.m.; or
 - The member's health care provider documents a medical need.

- YCCO may reimburse members for lodging under additional reasons at the CCO's discretion.
- YCCO shall reimburse for meals or lodging for one attendant, which may be a parent, to accompany the member if medically necessary, if:
 - The member is a minor child and unable to travel without an attendant;
 - The member's attending physician provides a signed statement saying the reason an attendant must travel with the member;
 - The member is mentally or physically unable to reach his or her medical visit without help; or
 - The member is or would be unable to return home without help after the treatment or service.
- YCCO may repay members for meals or lodging for additional attendants or under additional circumstances at its discretion.
- YCCO may recover overpayments made to a member in the event of an overpayment which may occur when the brokerage or other ride subcontractor paid the member:
 - For mileage, meals, and lodging, and another resource also paid:
 - The member; or
 - The ride, meal, or lodging provider directly;
 - Directly to travel to medical visits, and the member did not use the money for that purpose, did not attend the appointment, or shared the ride with another member whom the brokerage also paid directly;
 - For common carrier or public ride tickets or passes, and the member sold or otherwise transferred the tickets or passes to another person.
- If an person or entity other than the member or the minor member's parent or guardian provides the ride, a CCO's brokerage or other ride subcontractor may repay the person or entity that provided the ride.

Records & Documents

Papers and maintenance of records for all rides provided to members and denied to members will be maintained per OAR 410-141-3485.

- Documents for rides provided to members shall include:
 - All encounter data required in the current CCO contract;
 - Names of the company and driver transporting the member
- For NEMT rides denied to members, this shall include:
 - The name of the member and the person requesting the ride on behalf of the member, if applicable;
 - The member's OHP ID number;
 - The date and time of the request for ride;
 - The name of the employee who performed the second review

before denying the ride;

- The reason for the denial and the Oregon rules supporting the denial;
- The date on the notice of action mailed to the member;
- Notes on the review, result and outlook of the matter if applicable, including the reason for the decision and the date of the resolution or disposition; and
- Notes of oral and written communications with the member.
 - YCCO will retain the papers on NEMT ride denials for three calendar years.