



Non-Emergent Medical Transportation

# WellRide

NEMT Rider Guide

2022



All members have a right to know about and use our programs and services. We give these kinds of free help:

- Sign language from qualified or certified interpreters
- Spoken language interpreters from qualified or certified interpreters
- Materials in other languages
- Use of auxiliary aids including written, to understand the info provided
- Materials in other formats like braille, large print, audio, the way that works better for you

If you need help or have questions, please call Customer Service at 855-722-8205.

For information on certified Health Care Interpreters call Customer Service at 855-722-8205. If you need an interpreter at your appointments, tell your provider's office that you need an interpreter and for which language.

Todos los miembros tienen derecho a conocer y usar nuestros programas y servicios. Brindamos los siguientes tipos de ayuda gratuita:

- Lenguaje de señas;
- Intérpretes;
- Materiales en otros idiomas; y
- Braille, letra grande, audio y cualquier otro formato que le funcione mejor.

Si necesita ayuda o tiene preguntas, llame a Atención al Cliente al 855-722-8205. Si usted necesita un intérprete en

sus citas, infórmele al consultorio de su proveedor que necesita uno y para qué idioma. Para obtener información sobre intérpretes de atención médica certificados, llame a Servicio al Cliente al 855-722-8205.

## **ENGLISH**

You can get this document in other languages, large print, braille, or a format you prefer free of charge.

Program/contact: YCC Customer Service

Phone: 855-722-8205.

We accept all relay calls, or you can dial 711.

## **RUSSIAN / РУССКИ**

Вы можете бесплатно получить текст этого документа на другом языке, набранный крупным шрифтом или шрифтом Брайля либо в предпочитаемом вами формате. Название программы и контактное лицо:

YCC Customer Service

Телефон: 855-722-8205

Мы отвечаем на любые вызовы по линии трансляционной связи; кроме того, вы можете набрать номер 711.

## **SIMPLIFIED CHINESE / 简体中文**

您可以免费获得本文件的其他语言版本，或者大号字体、盲文及您所喜欢格式的版本。

计划/联系人：YCC Customer Service

电话：855-722-8205

我们会接听所有转接电话，或者您可以拨打 711。

## **اللغة العربية / ARABIC**

يمكنكم الحصول على هذا المستند مجاناً في لغات أخرى، أو بخط كبير، أو بلغة  
البريل أو بصيغة تفضلونها

البرنامج /التصال : YCC Customer Service

هاتف: 855-722-8205

نستقبل جميع المكالمات الهاتفية المعمولة بواسطة خدمات الاتصال المكتوب  
أو يمكنكم الاتصال بالرقم 711

## **SPANISH I ESPANOL**

Puede obtener este documento en otros idiomas, en letra grande, en braille o en un formato que usted prefiera sin cargo.

Programalcontacto: YCC Customer Service

Telefono: 855-722-8205

Aceptamos llamadas de retransmisi6n o puede llamar al  
711

## **VIETNAMESE / TIẾNG VIỆT**

Quý vị có thể có tài liệu này miễn phí bằng ngôn ngữ khác, bản in khổ lớn, chữ nổi hoặc một định dạng khác.

Chương trình/liên lạc: YCC Customer Service

Số điện thoại: 855-722-8205

Chúng tôi chấp nhận tất cả các cuộc gọi chuyển tiếp hoặc quý vị có thể bấm số 711.

## **TRADITIONAL CHINESE / 繁體中文**

您可以免費獲得本文件的其他語言版本，或者大號字體、盲人點字及您所喜歡格式的版本。

計畫/連絡人 : YCC Customer Service

電話 : 855-722-8205

我們會接聽所有傳譯電話, 或者您可以撥打 711

## **ROMANIAN / ROMÂNĂ**

Puteți obține acest document în alte limbi, într-un font mărit, în limbajul Braille sau într-un alt format preferat, în mod gratuit.

Program/contact: YCC Customer Service

Telefon:855-722-8205

Acceptăm toate apelurile prin serviciu de releu sau puteți suna la 711.

## **SOMALI / SOOMAALI**

Waxaad heli kartaa dokumentigan oo ku qoran luqaddo kale, far waaweyn, farta dadka indhaha aan qabin wax ku akhriyaan ee braille ama qaabka aaad doorbidayso oo lacag la'aan ah. Barnaamijka/halka la iskala soo xiriirayo: YCC Customer Service

Telefoonka: 855-722-8205

Waa aqbalnaa wicitaanada gudbinta oo dhan ama waxaad wici kartaa 711.

## **KOREAN/한국어**

본 문서는 다른 언어로도 제공되며, 큰 활자, 점자 등 귀하가 선호하시는 형식의 문서를 무료로 받아보실 수 있습니다.

프로그램/연락처: YCC Customer Service

전화번호: 855-722-8205

장애인을 위한 통신중계 서비스 (relay calls)를 지원하고 있습니다. 또는 711 번으로 전화 주시기 바랍니다.

### **NEPALI/ नेपाली**

तपाईं यो फारम पैसा नततरकन अनय भाषाहरु, ठुलो अक्षर, ब्ेल वा तपाईंले चाहेको अनय तरकाले पतन पाउन सकनु हु नेछ ।

कार्यक्रम/समपक्य : YCC Customer Service

फोन नं : 855-722-8205

हामी सबै स्ानानतरण गररएको फोन सवीकारछौं वा तपाईं 711 मा फोन गन्य सकनु हु नछ ।

### **HMONG/LUS HMOOB**

Koj txais tau daim ntawv no ua lwm yam lus, ua ntawv loj, ua lus braille rau neeg dig muag los sis uas lwm yam uas koj nyiam lawv ua pub dawb.

Kev pab/tus neeg uas tiv tauj: YCC Customer Service

Xov tooj: 855-722-8205

Peb txais cov kev hu xov tooj rau neeg lag ntseg los sis koj mam li hu 711 los tau.

### **LAO / ລາວ**

ທ່ານສາມາດໄດ້ຮັບເອກະສານນີ້ເປັນພາສາອື່ນ,

ຕົວພິມຂະໜາດໃຫຍ່,  
ໜັງສືໂພງສຸດລັບຄົນຕາບອດຫຼືໃນຮູບແບບທີ່ທ່ານຕ້ອງການໄດ້  
ໂດຍບໍ່ເສັຽຄ່າ.

ໂຄງການ/ຕິດຕໍ່: YCC Customer Service

ໂທຣະສັບ: 855-722-8205

ພວກເຮົາຍອມຮັບການໂທສຸດລັບຄົນພິການຫຼືທ່ານສາມາດໂທ  
ຫາ 711 ໄດ້.

## **MIEN/MIENH**

Naaiv zeiv sou meih haih lorz duqv fiev dieh nyungc  
nzaangc

nyei, nzaangc-hlo, hluo nyei nzaangc fai dieh nyungc ei  
meih

qiemx zuqc nyei maiv zuqc cuotv nyaanh.

Program/jiu tong: YCC Customer Service

Douc waac hoc: 855-722-8205

Yie mbuo zipv nzengc relay call fai meih heuc 711

The NEMT Rider Guide is available in paper form. Call  
Customer Service at 855-722-8205 to have it sent to you. We  
will get it to you within 5 work days.

## Non-Discrimination

YCCO and its providers comply with applied state and federal civil rights laws. YCCO cannot treat people unfairly in any of its programs or activities because of a persons:

- Age
- Color
- Disability
- Gender Identitiy
- Marital Status
- National origin
- Race
- Religion
- Sex and
- Sexual orientation.


If you feel you were treated unfairly for any of the above reasons you can contact or file a complaint with any of the following entities:

### YCCO


You can file your complaint with YCCO by phone, fax, mail, or email. To file a complaint with YCCO here is how to file in the way that you want:

- Phone: Call our Grievance Coordinator at (toll-free) 855-722-8205 (TTY/TDD711)
- Fax: 503-574-8757
- Mail: Yamhill Community Care Attn: Grievance Coordinator  
P.O. Box 4158  
Portland, OR 97208
- Email: [appeals@yamhillcco.org](mailto:appeals@yamhillcco.org)

If you have personal info in your email, put “secure” in the subject line so your info is protected.

If you want to put your complaint in writing you can mail, email or fax us a letter. You can also use the OHP form and send it to YCCO. The OHP complaint form is here <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/he3001.pdf> and on our [website here https://yamhillcco.org/members/#complaints](https://yamhillcco.org/members/#complaints) . You do not have to have a form you can write a letter or email. More about 

### Oregon Health Authority (OHA) Civil Rights

- Phone: (844) 882-7889, 711 TTY
- Web: [www.oregon.gov/OHA/OEI](http://www.oregon.gov/OHA/OEI) | Email: [OHA.PublicCivilRights@state.or.us](mailto:OHA.PublicCivilRights@state.or.us) 
- Mail: Office of Equity and Inclusion Division  
421 SW Oak St., Suite 750



Portland, OR 97204

Bureau of Labor and Industries Civil Rights Division

- Phone: (971) 673-0764
- Email: [crdemail@boli.state.or.us](mailto:crdemail@boli.state.or.us)
- Mail: Bureau of Labor and Industries Civil Rights Division  
800 NE Oregon St., Suite 1045  
Portland, OR 97232

U.S. Department of Health and Human Services Office for Civil Rights (OCR)

- Web: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
- Phone: (800) 368-1019, (800) 537-7697 (TDD)
- Email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)
- Mail: Office for Civil Rights  
200 Independence Ave. SW, Room 509F, HHH Bldg.  
Washington, DC 20201

To get more info, please call our Grievance Coordinator.

- Phone: (toll-free) 855-722-8205 (TTY/TDD) 711



## YCCO Contact Info

### **Yamhill Community Care**

#### **Administrative Office:**

807 NE Third Street  
McMinnville, OR 97128  
855-722-8205 TTY/TDD 711  
Fax: 503-376-7436

Administrative Office Hours:  
Monday – Friday 8 am until 4:30 pm

Website: [Yamhillcco.org](http://Yamhillcco.org)

We are closed on New Year's Day, Martin Luther King Jr Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Friday after Thanksgiving and Christmas.

Our offices are wheelchair accessible.

### **YCCO Customer Service:**

855-722-8205 TTY: 711  
Monday-Friday 8 a.m.- 5 p.m.  
Fax: 503-376-7436

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## What Is Non-Emergent Medical Transportation

Non-emergent medical transportation or NEMT is a service that gives free rides for YCCO members to covered healthcare visits or services, including health-related services. The name of the YCCO NEMT provider is WellRide.

## Who Can Use NEMT

Any YCCO member. Rides can be set up by a member or a member representative.

## How Much Does NEMT Cost

NEMT is free. Members are never charged or billed for rides to or from covered medical services by WellRide, YCCO, Transport Providers or Drivers. Members do not have to pay for rides even if YCCO, WellRide, or Transport Provider denies the ride payment for the service.

## WellRide Contact Info

If you need help getting to your non-emergency medical, dental, or behavioral health visits, call YCCO WellRide.

### YCCO WellRide

Toll-free: 844-256-5720

TTY/Oregon Relay Service: 711

Hours of operation: 7:30 a.m.-6 p.m., Monday-Friday

### **Covered NEMT services are given 24 hours a day, 365 days a year.**

WellRide has afterhours Customer Service, call our toll-free telephone number if you need help after hours. There is a message in English and Spanish, explaining how to access alternative arrangements after hours. If you leave a message after hours and the message is clear and includes a valid phone number, we will respond to the next workday. WellRide will make attempts to contact you until they do or, if not able to reach you, a message will be left. Call Center staff document all efforts to return your call or respond to a message.

WellRide's call center is closed on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.

**WellRide has oral and interpretation services by phone interpretation service at no cost to the members this includes help for hearing and speech impaired. Call WellRide Customer Service**

## Calling WellRide

The first time you call, we will tell you about NEMT and talk about your ride needs.

### Setting Up a Ride

When you call to set up a ride, we will ask for:

- Name of member and birth date
- Pick-up address
- Your phone number
- YCCO Member ID number
- Name of doctor or clinic
- Address of doctor or clinic
- Date of visit
- Time of visit
- Pick-up time after visit
- Any special needs, like a wheelchair
- How mobile the rider is
- Will a person go with the rider
- How you want us to contact you (phone call, email, or fax) and the time of day

### Rides for Children

When you call to set up a ride for a child 12 years of age and under, we also will need to know:

- The child's name
- Member ID number
- Birth date
- If your child requires a child seat
- The name of the adult who will be with your child, the adult can be the member's mom, dad, stepmom, stepdad, grandparent, or guardian

### Rides can be:

- Set up to 90 days in advance.
- For more than one service or those that reoccur up to 90 days in advance.
- Same-day visits.

### WellRide's Responsibilities When You Set Up a Ride

When you call to set up a ride WellRide will:

- Make sure member is on YCCO OHP, this includes Full Benefit Dual Eligible (FBDE) members.
- Confirm the ride is to an OHP covered service or health-related services.
- Confirm if a secured ride is needed.
- Tell you the ride info during the call or as soon as the ride is set with a driver.
- Approve, schedule, or deny ride request within 24 hours from when asked.

- All rides will be set in place prior to the date of the visit and the rider will be notified not less than 2 days before set ride.
- Once ride is set up WellRide will tell you and confirm:
  - the name and phone number of the NEMT driver,
  - set date and time,
  - address of your pickup, and
  - name and address of the provider visit.

We give rides outside of the area for covered OHP services.

### Full Benefit Dual Eligible (FBDE) Members

When FBDE require travel within YCCO service area or outside the service area if NEMT services are not available within YCCO service area, YCCO will pay for any cost-sharing, including the cost of the NEMT service. The ride request must be for a covered OHP service or health-related service and will be confirmed.

### Rides Not Approved

If your ride is not approved you will be told within 24 hours of your request, this time may be shorter to make sure you arrive in time for your visit. When we do not approve a NEMT ride a letter will be mailed to you. This letter is called a notice of adverse benefit determination or NOABD. You can learn more about rides that are not approved and your appeal and hearing by calling Customer Service or look in the Grievance System section of this guide it starts on page 20.

### Determination of Ride Mode and Appropriate Level of Service

WellRide will make all determinations of the mode of ride and the proper level of service. The mode of the ride is the way in which you are driven one place to another. Some types of modes are a wheelchair van or sedan.

#### **WellRide will review the following about each rider to determine the mode of ride:**

- Ability to walk, and if they need a walker, cane, or wheelchair.
- Ability to move or be moved.
- Ability to carry out activities of daily living.
- Need for assistance and if they have an attendant, they meet the attendant requirements.
- Special conditions or needs including physical or behavioral health conditions.
- Level of service to fit needs (curb-to-curb, door-to-door, or hand-to-hand)

### Attendant Info

An attendant is the person to ride with the member the NEMT ride is for. Not everyone can have a person ride with them. The member must be a child 12 years old and under or a member of any age with physical or behavioral needs. Attendants do not have to pay to ride with you. There are requirements for attendants they are:

- Parents or guardians must give the attendant to ride with those that can have someone ride with them to and from YCCO covered services except when:
  - The driver is a Department of Human Services (DHS) volunteer or employee or an Authority employee;
  - The member requires secured transport; or
  - An ambulance provider transports the member for NEMT services, and YCCO pays the ambulance provider.
- NEMT ambulance transports shall have an attendant when YCCO uses an ambulance to give wheelchair or stretcher care or van rides.
- A member's mother, father, stepmother, stepfather, grandparent, or guardian. They may also be any adult 18 years old or older authorized by the member's parent or guardian.
- Attendants must ride with the member from the pick-up location to the visit and the return trip.
- Member's parent or guardian, or adult caregiver shall have and install safety seats (children under 4'9" tall and weigh less than 40 pounds). NEMT drivers cannot transport a member if a parent or guardian does not have a safety seat that meets the state law.

### Changes and Safety

There are times when a ride may need changed:

- Rider has a health issue that can be a direct threat to the driver or others in the car
- Rider makes threats of harm to the driver or others in the car
- Rider takes part in behavior or creates a state that puts the driver or others in the car at risk of harm
- Rider cancels a lot or does not show up for their rides on the date the rides are set for
- Is required, in our judgment, to make sure providers will give the covered services to a member

### Secured Transports

Secured transport is an NEMT service for the involuntary transport of a members who are in danger of harming themselves or others. Secure transports may be used when:

- WellRide has made sure the secured transporter has met all state and federal rules and able to transport 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 transport is to a Medicaid facility that is recognized as being able to treat the urgent medical or behavioral health care need of the member in crisis;
- One attendant may go with the member, at no charge, when medically appropriate such as to give medicine in-route or to satisfy legal requirements that

include but aren't limited to, when a parent or legal guardian, or escort is required during the transport.

### **Bad Weather and Back Up Plans**

WellRide will give rides for members who need critical medical care during bad weather. Bad weather can include extreme heat or cold, flooding, heavy snowfall, or icy roads. Critical medical care examples are chemotherapy and renal dialysis. WellRide will call you when there is bad weather and work with you and your provider on the best option for you.

There are back up plans for unexpected peak transportation demands and when a ride is really late (more than 20 minutes) or is not able to make the set ride service. WellRide will call the rider and tell them new ride info as soon as they can, and when set will tell you about the changes. If they cannot get a new driver then WellRide will tell you and work with you and your provider on the best option for you.

### **Member Pick Up and Drop Off**

- Drivers will tell you when they arrive for ride pick up and will wait at least 15 minutes after the pick-up time.
- If rider does not appear or is not ready for pick up after the 15 minutes, the driver will tell WellRide before they leave.
- Drivers give level of service to fit needs (curb-to-curb, door-to-door, or hand-to-hand).
- Drivers will not drop off at visit more than 15 minutes prior to the office opening unless rider, rider representative, guardian, or parent ask.
- Riders will be dropped off for their visit no less than 15 minutes prior to visit time to prevent the drop off time from being considered a late drop off.
- Riders will not arrive at their visit more than 1 hour before the visit time.
- The wait time will not exceed 15 minutes past the set pick up time.
- Set pick up times will allow the right amount of travel time to make sure the member has time to check in for their visit.
- Drivers will not pick up from visit more than 15 minutes after the office closes, unless rider, rider representative, guardian, or parent ask for pre-set rides.
- For return trip rides that are not pre-set, WellRide will make sure that rider is picked up within one hour after they are notified.
- If a ride change is needed with no warning, WellRide will find ways to set up the trip with another NEMT driver if needed.
- Drivers or WellRide will not change pick up time without prior documented YCCO approval.
- If the driver arrives before the set pick up time, the rider does not have to get into the car until set pick up time.



## Member Rights and Responsibilities

### Members Rights:

- You will be told the ride info during the ride set up. If this cannot occur, contact will take place the way (phone call, email, text, fax) and the time of day you prefer, to notify of the ride info as soon as it is set in place and prior to the date of the ride.
- Info about your ride must include:
  - Name and phone number of the NEMT provider,
  - visit time and address of pick up, and
  - name and address of the provider for the member visit.
- Members do not have to determine if their ride has been set. They will be told about their ride at the time they call to set it up or WellRide will contact them with the info.
- You or your representatives, with written permission, may request NEMT services. A representative may be a Community Health Worker, foster parent, adoptive parent, or other provider given permission.
- You or your representative may set up same day rides.
- You will be set up with a NEMT provider that best fits your needs upon approval of the ride. You will not be held to a fixed route provider.
- Approving and setting up, or denying, a ride with all parts of the trip will occur within 24 hours, this time may be shorter to make sure you arrive in time for your visit.
- Staff who schedule rides watch over all trips and will give updated info to drivers. They watch over drivers' locations and fix pick-up and drop-off issues.
- NEMT staff will help with ride changes, including:
  - unforeseen set up changes; as well as
  - Timely changes of the affected trip to another NEMT provider if needed.
- No NEMT driver will change the set pick-up time without prior, recorded permission from WellRide.
- Members have the right to file a complaint and request an appeal.
- Right to safe and reliable rides.
- Interpretation services at no cost.

### Member Responsibilities:

- Treat drivers and other riders with respect.
- Calling as early as you can to schedule, change or cancel rides.
- Use of seat belts, car seats or other safety devices required by Oregon law.

## Reimbursed Mileage, Meals, and Lodging

YCCO may need prior approval or provider confirmation of visit for reimbursement request for mileage, meals, and lodging to covered health services to qualify for reimbursement. Reimbursement is asking for repayment for mileage, meals or lodging that you paid for.

To request prior approval or to get more info on reimbursement **call Member Services** they will send you a form and tell you how to request repayment and what to send in with your request.

Request must be received within 45 days after you travel, request received after 45 days will be denied and a notice of adverse determination (NOABD) will be sent to the member with appeal and hearing rights.

## Meal Repayment

- Meals are paid only when a member travels:
- Outside of their local area (within 30 minutes or 30 miles for urban areas or 60 minutes or 60 miles for rural areas)
- Trip must be for a minimum of 4 hours round trip
- 
- Lodging Repayment
- Lodging is repaid only when:
- Member would be required to travel before 5 a.m. in order to reach their scheduled appointment;
- Travel from a scheduled visit would end after 9 p.m.;
- Member's health care provider documents a medical need; or
- For other reasons at YCCO discretion

**Meal and Lodging can be repaid for one attendant, which may be a parent, to go with the member if medically needed if:**

- Member is a minor child and unable to travel without an attendant;
- Member's provider gives a signed statement with the reason an attendant must travel with the member;
- Member is physically or mentally unable to reach their medical visit without help;
- Member is or would be unable to return home without help after treatment or service; or
- For other reasons at YCCO discretion

## Mileage Repayment

When a person or entity other than the member or the minor member's parent or guardian gives a ride, YCCO may pay the person or entity that gave the ride call customer service for more info.

Mileage may be paid for travel to and from covered services if you drive yourself to the visit. You must request to be paid and may need to give us documentation, we will also confirm that you went to your visit before we pay you. If we cannot confirm that you went to a visit you are asking to be paid for, we may deny your request. We will send you an NOABD telling you why we said no.

### Overpayments

When mileage, meals or lodging are paid by YCCO and someone else it is called an overpayment. YCCO may ask for you to pay back money we paid you for a repayment if we confirm:

- Member was paid directly to travel to medical visits, and did not use the money for that purpose, did not go to the visit, or shared a ride with another member who YCCO also paid directly;
- For public transportation passes or tickets, the member sold or otherwise transferred them to another person;
- For the ride, lodging or meals someone else also paid:
  - The member; or
  - The ride, lodging or meal provider directly

### Repayment Fee Schedule

YCCO will repay members for mileage, meals, and lodging at rates not less than OHA's allowable rates.

Private Care Mileage	\$ .25 per mile
Member Meals	\$12.00 per day
Breakfast (Travel begins before 6 a.m.)	\$3.00
Lunch (Travel must span the entire time from 11:30 a.m. through 1:30 p.m.)	\$3.50
Dinner (Travel ends after 6 p.m.)	\$5.50
Attendant Meals	\$12.00 per day
Attendant Meals	Breakfast \$3.00, Lunch \$3.50, Dinner \$5.50
Member Lodging	\$40.00 per night
Attendant Lodging (If staying in separate room)	\$40.00 per night

YCCO may hold repayments under the amount of \$10.00 until member's ask for repayments reach \$10.00.

## Grievance System (Complaints, Appeals & Hearings)

YCCO makes sure all members have access to a grievance system (complaints, appeals and hearings). We try to make it easy for members to file a complaint or appeal and get info on how to file a hearing with the Oregon Health Authority.

If you want or need help with any part of the YCCO Grievance System, We can give you more info on grievances and appeals. Copies of our notice templates are also available to you.

### **YCCO, its contractors, subcontractors and participating providers cannot:**

- Stop a member from using any part of the grievance system or take punitive action against a provider who ask for a fast result or supports a member's appeal.
- Encourage the withdrawal of a grievance, appeal, or hearing already filed; or
- Use the filing or result of a grievance, appeal, or hearing as a reason to react against a member or to request member disenrollment.

YCCO will not take punitive action against any provider who ask for a fast result decision or supports a member's grievance or appeal.

## Complaints

You can file complaints for any YCCO Oregon Health Plan benefits, including non-emergent medical transportation, you can complain about YCCO, WellRide, benefits or drivers. YCCO, WellRide, or drivers may not stop or try to stop you from making a complaint about a problem you made a complaint about before or from making a complaint to both YCCO and WellRide. You can file a complaint about any matter other than a notice of denial and at any time orally or in writing.

If you need to file a complaint you can do so on your own, or with help. You can have a representative of your choice, such as your provider, file the complaint, grievance, or appeal. To do this, you must give written consent.

### **Some reasons you may file a complaint are:**

#### **Access to getting a ride:**

- Problems getting a ride.
- Problems setting up a ride

#### **Discrimination:**

- Not feeling respected or understood by drivers, WellRide or YCCO

#### **Appropriateness of your service:**

- The service you had was not the type to fit your needs.

#### **Quality of Service:**

- You did not like the service you had.
- The driver, WellRide or YCCO did not answer your questions.
- You got a bill for your ride.

#### **Quality of Care:**

- Driver or car safety

If you want more info about the YCCO Grievance System, such as policies and procedures or member notice templates, call Customer Service. If you email your request to keep your personal info secure make sure you type “secure” in the subject of your email.

### How to make a Complaint Or Grievance

YCCO and our providers want you to get the best care possible. If you are unhappy with YCCO, WellRide, your health care services, your provider or driver, you can complain or file a grievance. We will try to make things better. Just call Customer Service at **844-256-5720** (TTY 711).

If you want to put your complaint in writing you can mail, email or fax us a letter. You can also use the OHP form it is on our website you can get to it here

<https://yamhillcco.org/members/#complaints> or on the OHP website   
here  <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/he3001.pdf>

- Fax: 503-574-8757
- Mail: Yamhill Community Care
- Attn: Grievance Coordinator  
P.O. Box 4158  
Portland, OR 97208  
Website: [yamhillcco.org](http://yamhillcco.org)
- Email: [appeals@yamhillcco.org](mailto:appeals@yamhillcco.org)  
You may have personal info in your email put “secure” in the subject line, so your info is protected.

Once your complaint is received YCCO will resolve it as quickly as your health condition requires and will send you a letter telling you how it was resolved. YCCO will resolve your complaint in 5 workdays, if we cannot, we will send you a letter in those five workdays to tell you why.

We will then resolve your complaint in 30 days and send you a letter telling you how we resolved it. We will not tell anyone about your complaint unless you tell us it is okay to do so.

If you need help to file a complaint you can call Customer Service, a peer wellness specialist, or personal health navigator.

### Appeals

If we deny, stop, or reduce a service you ask for, we will mail you a letter explaining why we made that decision. When you make a request for a ride or send in for reimbursement for mileage before we send you a denial, we will have the request reviewed by a second employee to make sure the denial is correct.

YCCO will mail the notice of adverse benefit determination (NOABD) within 72 hours of the denial to the member denied a ride and the provider or other third-party with which the affected member was scheduled for an appointment given that the provider is part of WellRide's provider network. If you are told your request is denied over the phone but do not get a NOABD after the 72 hours you can call Customer Service and ask for one to be sent to you.

Once you receive it you can appeal your denial, or you can call Customer Service and ask to file one over the phone. You, your provider with your written consent or your authorized representative have a right to ask to change it through an appeal and a state fair hearing. You must first ask for an appeal no more than 60 days from the date on the NOABD letter.

If your appeal decision does not change the denial, you can then ask for a state fair hearing. You must ask for a hearing within 120 days from the date on the Notice of Appeal Resolution (NOAR) letter.

### **Reasons you may file an appeal:**

- You can ask to be paid for mileage for non-emergent medical appointments was denied.
- You were denied a request for a non-emergent medical transportation service.
- You were denied a service in full or in part.

### **How to appeal a decision**

In an appeal, a different health care professional at YCCO will review your case. If you want help with your appeal, call Customer Service and we can fill out an appeal form for you to sign.

You can ask your authorized representative, a certified community health worker, peer wellness specialist, or personal health navigator to help you.

You will get a NOAR from us in 16 days letting you know if the reviewer agrees or disagrees with our decision.

If we need more time to do a good review, we will send you a letter saying why we need up to 14 more days.

### **Dual-eligible Members and Appeal Rights**

If you are enrolled in both YCCO and Medicare, you may have more appeal rights than those listed. You can also call Medicare to find out more on your appeal rights with them.

### **Continuing Benefits During Appeal**

If you were getting the benefits we denied prior to the denial, you can keep getting them during your appeal or hearing process.

You must ask for benefits to continue within 10 days of the date on the NOABD letter.

### **If You Need a Fast Appeal**

If you, your provider with your written consent, or your authorized representative believe that you have an urgent medical problem that cannot wait for a regular appeal, tell us that you need a fast appeal. We suggest that you include a statement from your provider or ask them to call us and explain why it is urgent.

If we agree that it is urgent, we will call you with a decision in 72 hours or fast as your health condition requires. If more time is needed to resolve your appeal and it is in your best interest or you ask for it, we will call you or within 2 days we will send you a letter telling you why and resolve your appeal within 14 days.

### **Administrative Hearings**

After an appeal, you, your authorized representative, or your provider with your written consent can ask for a state fair hearing with an Oregon Administrative Law Judge.

#### **Reasons you may file a hearing:**

- Your appeal request was not approved, and the denial overturned

You will have 120 days from the date on your NOABD to ask the state for a hearing.

Your NOAR letter will have a form that you can send in to ask for a hearing.

At the hearing, you can tell the judge why you do not agree with our decision and why the services should be covered. You do not need a lawyer, but you can have one or someone else, like your doctor, with you.

If you hire a lawyer, you must pay their fees.

A hearing takes more than 30 days to prepare. While you wait for your hearing, you can keep on getting a service that already started before our original NOABD decision to stop it.

You must ask the state to continue the service within 10 days of the date of our NOAR that confirmed our denial.

Once your hearing takes place and is resolved you will receive a letter (called a “Final Order” telling you the results of your hearing.

### **Fast Hearings for Urgent Healthcare Problems**

The hearings process takes time. If you need a fast or “expedited” hearing because waiting for a standard hearing could seriously harm you, be sure to note that on the Request to Review a Healthcare Decision form (OHP 3302). The Oregon Health

Authority's Medical Hearings Unit will review your request for an expedited hearing. If the request is denied, you will get a letter within two days to let you know.

**Fax your hearing request form to:**

OHP Hearings Unit at 503-945-6035

Include a statement on a form (OHP 3302 or MSC 443) from your provider explaining why it is urgent.

OHA will decide if you are entitled to an expedited hearing within, as nearly as possible, two workdays from the date they receive your fast request documents. If OHA Hearings Unit denies a fast-hearing request, they will make reasonable efforts to give you prompt oral notice and mail a written notice within two days.

**Continuing Benefits During Hearing**

If you were getting the services we denied prior to the denial, you can keep getting them during your hearing process. You must ask for benefits to continue within 10 days of the date on the NOAR.

**Representation at the Hearing**

You have the right to have another person of your choosing to represent you at the hearing, for example a friend, family member, lawyer, or your medical provider. You also have the right to represent yourself if you choose. If you hire a lawyer, you must pay their fees. You can ask the Public Benefits Hotline (a program of Legal Aid Services of Oregon and the Oregon Law Center) at 800-520-5292, TTY 711, for advice and possible representation. Info on free legal aid can also be found at [oregonlawhelp.org](http://oregonlawhelp.org).

**How to request a hearing**

To request a hearing send the Request for Review of a Healthcare Decision form (OHP 3302) to:

OHA Medical Hearings  
500 Summer Street NE E49  
Salem, OR 97301  
Fax: 503-945-6035

**Rider Safety and Comfort**

The driver will obey local, state, and federal transport safety and comfort standards. NEMT services are given in cars or vans that meet local licensing and permit requirements as well as those below. Services are given by drivers that meet all requirements and undergone all pre-hire activities required. More info on all requirements is below.

**The car will have all of these safety devices:**

- Safety belts for all riders if the car is legally required to have them
- First aid kit



- Fire extinguisher
- Roadside glow in the dark markers or warning devices
- Flashlight
- Tire snow chains when needed
- Throw away gloves
- All gear to drive riders using wheelchairs or stretchers if they use one.

## Car and Driver Requirements

### Car requirements:

- Clean and free of trash
- No smoking is allowed in cars
- No aerosolizing or vaporizing of if inhalants is allowed in cars
- Safety equipment above
- Safety equipment to securely drive members using wheelchairs or stretchers
- Upkeep done as suggested by car maker
- The car's seat belts, horn, heating, air conditioning, ventilation, turn signals, headlights, taillights, windshield wipers all work. The car must have side and review mirrors

### Driver requirements:

- Must pass a criminal background check
- State driver's license with required endorsements is verified
- Screened for exclusion from participating in federal programs
- Knows about NEMT services, the area they are giving rides in, accident, fraud, and abuse reports, and how the car works
- Completed National Safety Council Defensive Driving course or a course that is of equal info within 3 months of hire and every 3 years
- Certified in Red Cross approved first aid, cardiopulmonary resuscitation, and blood spill procedures course or one that is of equal info before driving any members
- Completed rider service and safety course or one that is of equal info within 3 months of hire and every 3 years
- Knows YCCO procedures for responding to members needs for emergency care if needed during a ride
- Obeys all state driving and transport laws

### **More Info**

YCCO is not responsible for arranging rides if public buses are used, or the member or another person gets mileage reimbursement or similar for taking the member to their visits.

**If you want to learn more about WellRide, visit our website at:**

<https://yamhillcco.org/members/transportation/>