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# Medical Transportation Reimbursement Guide

February 2023

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# CONTACT INFORMATION

Hours of Operation:

8:00 AM to 5:00 PM Monday through Friday

Telephone:

Toll free: 1-888-793-0439  
Local: 503-861-0657  
Oregon Relay Service: 7-1-1

Fax:

503-815-2834

Website:

<http://www.nworegontransit.org/nw-rides/>

Mailing Address:

3600 3<sup>rd</sup> Street, Suite B  
Tillamook, Oregon 97141

## Program Overview

Columbia Pacific Coordinated Care Organization (CPCCO) provides Oregon Health Plan (OHP) members the Non-Emergent Medical Transportation (NEMT) benefit to help you get to your medical appointments. NW Rides (NWR) is the transportation partner and provides NEMT services for CPCCO members. NW Rides (NWR) manages a travel reimbursement program for CPCCO members. This program provides a travel allowance to eligible CPCCO members for mileage, meals and lodging while traveling to and from a covered OHP medical service. You might qualify for mileage reimbursement if you have access to a vehicle or have someone who can drive you to your medical appointment. If your appointment is a long distance from your home, you may also qualify for meals and lodging reimbursements.

As the CPCCO NEMT brokerage, NWR has access to many transportation providers and resources. Should NWR identify a more cost-effective or more appropriate transport for your trip, such as common carrier (bus or a shared ride through one of our contracted transportation providers), that transport will be offered to you in place of the travel reimbursement.

This program guide covers some general rules you will need to follow in order to qualify for and access transportation reimbursement. The Medicaid NEMT Oregon Administrative Rules (OARs) are available at your DHS office or online at the below website if you would like to view more of the regulatory requirements for reimbursement:

<https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=246499>.

## Step 1: Plan for your Travel Reimbursement

Travel reimbursements are available to help with mileage, meals, or lodging for eligible medical visits.

To receive reimbursements, your trip must be **prior authorized** with NWR at least 48 hours before you travel to your medical visit, and your medical visit must be **verified** using a Medical Visit Verification form within 45 days after your trip is completed.

Note: Approvals for short-notice visits (less than 48 hours) are made on a case-by-case basis for urgent medical needs. NWR will verify with medical staff your need to be seen on short notice before authorizing any short-notice requests.

After your visit has been verified and you provide us with all required receipts (including over-night lodging expenses if applicable) we will authorize payment.

## Step 2: Get your Transportation Authorized

All transportation reimbursement requests must be authorized before the medical service is received. Trips that are not authorized before the visit are not eligible for reimbursement. Requests that are received after the date of the visit will not be approved.

Call NWR at least 48 hours before your travel with the following information to request trip authorization:

- ✓ Date and time of the appointment
- ✓ Name, address, and phone number of the medical professional to be seen
- ✓ Purpose of the visit
- ✓ Type of reimbursement needed (mileage, meals, lodging)
- ✓ Attendant information when an attendant is medically necessary

When you call NWR to authorize your trip, let us know if you want help with the cost of your meals or lodging that may apply.

If you must travel with an attendant, you may also request reimbursement for the attendant's meals.

Any requests for meals or lodging reimbursements must be made at the time your transportation reimbursement request is scheduled. Any requests for meals or lodging reimbursements after the fact may not be approved.

Approvals for short-notice visits (less than 48 hours) are made on a case-by-case basis for urgent medical need. NWR will verify with medical staff your need to be seen on short notice before authorizing any short-notice requests.

Fax or copies CANNOT be used for payments.

*You must mail **original** receipts to:*

NW Rides  
3600 3<sup>rd</sup> Street, Suite B  
Tillamook, Oregon 97141

## Step 3: Verify your Visit

According to Oregon Administrative Rules, NWR must verify that you received covered medical services before we can give you travel reimbursement funds. We must receive all visit verifications within 45 days following your visit to be eligible for reimbursement.

There are two ways to verify your visits:

### 1) Medical Visit Verification Form

#### ■ Obtain a Medical Visit Verification form

- Call NWR
- Request it from Columbia Pacific CCO
- Download it from the NWR website:  
<http://www.nworegontransit.org/nw-rides/>

#### ■ Complete the form

- Complete one (1) section for each medical visit.
- Verify each section is complete and legible. Incomplete forms will not be processed.

#### ■ Submit the form

- Members must mail in original form **OR**
- Providers may submit faxed copies
- Submit the fully completed form within 45 days of the medical visit

### 2) Doctor's Letterhead Verification

All verifications that are done on medical providers' professional letterhead must contain the following information:

- The member's first and last name
- The member's current mailing address
- The member's Medicaid prime number
- The date and time of the visit
- The length (duration) of the visit
- The purpose of the visit

- The signature and phone number of an authorized medical professional or representative where the member was seen.

## Mileage Reimbursement Information

Mileage reimbursement to help pay for gas is available when you provide your own ride or have someone transport you to and from covered medical visits. The current mileage reimbursement rate is twenty-five cents (\$0.25) per mile and is calculated using the distance from your home to your medical appointment, then back to your home.

Allowable travel time will be determined by NWR and will be estimated from your home to your medical appointment, then back home. NWR will calculate the distance using an online mapping program like Google Maps or MapQuest. NWR will only reimburse you for the shortest, most appropriate route to and from your medical appointment, which may not be the same as the route you actually travel.

When someone else transports you to and from your medical visits, any reimbursement you are eligible for will be paid directly to you through the reimbursement program. You are responsible to pass the reimbursement on to the person who gave you your ride.

## Meal Reimbursement Information

Occasionally members are required to travel outside of their local area to a covered medical service. If you meet specific requirements, you may be eligible for help with your meals when traveling for required medical visits.

Meal reimbursements may be issued if your travel takes you out of the local area for four (4) or more hours. You may be eligible for meal reimbursements when:

- **Breakfast allowance** – travel begins before 6 a.m.
- **Lunch allowance** – travel spans the entire period from 11:30 am to 1:30 p.m.
- **Dinner allowance** – travel ends after 6:30 p.m.

Meals are reimbursed at the following rates:

- **Breakfast** – \$11.00
- **Lunch** – \$11.00
- **Dinner** – \$11.00

You must tell NWR you want help with meal costs when you call in to request a ride or mileage reimbursement.

**Please note:** You are not eligible for the meal reimbursement when a medical facility such as a hospital or long-term counseling center provides your meals while you are receiving medical services.

## Lodging Reimbursement Information

The total lodging reimbursement is no more than \$80.00 per night. When your lodging expenses are less than \$80.00, we will reimburse you at the actual cost only.

When traveling out of your local area to a covered medical service, you may be eligible for a lodging reimbursement when the following happens:

- Your round-trip travel will take more than eight (8) hours.
- You are required to start traveling before 5 a.m. in order to reach your scheduled visit, or you would return home after 9 p.m.
- You provide the name and address of the place where you will be staying.

To receive the eligible reimbursement:

- You must submit an original receipt from your hotel or motel to NWR within 45 days following your medical visit.
- You must not submit faxes or copies; those will not be accepted.
- You must include the name of the person receiving medical service on the receipt.

Sometimes you may stay with friends or family members who live close to your out-of-area medical appointment. If you do, NWR may be able to reimburse your mileage for up to twenty (20) miles each way. When you call us to authorize this kind of mileage reimbursement, you will need to give us the address of where you will stay.

**Please note:** *NWR may have a relationship with lodging options in out-of-area locations. For example: when you stay at one of the three Ronald McDonald Houses in Portland, we will reimburse them directly for your stay, rather than have you pay for the stay and request reimbursement.*



## Reimbursement Checklist

- ✓ Get authorization before you travel: Call NWR as soon as you make a medical appointment or at least 48 hours **before** your appointment to request authorization for mileage, meals or lodging.
- ✓ Take your *Medical Visit Verification Form* with you to your medical visit and have it filled out for you while you are there. Or, request they complete written verification on their letterhead. To be accepted this letter must include all the required appointment information.
- ✓ Keep all original receipts for lodging.
- ✓ Submit your **original** Medical Visit Verification Form, or physician letter to NWR within 45 days following your medical visit for mileage reimbursement.
- ✓ If you have authorized lodging costs, mail in your **original** receipts within 45 days following your medical visit.

## Reimbursement Funds

NWR uses the U.S. Bank ReliaCard(R), offered through US Bank, to distribute reimbursement funds to members after medical visits have been verified. If you have not requested reimbursement previously, the card will be ordered for you when you call NWR to authorize your appointment before the visit.

***Please note:*** *It may take 7-10 business days from the date of your first call to receive the ReliaCard.*

After NWR has received and certified the appointment verification forms are complete, funds will be distributed to members' cards within fourteen (14) business days. Incomplete or unsigned forms will cause payment to be delayed.

You may check your card balance at any time by calling the ReliaCard customer service line, or visiting their website, at:

■ 1-855-282-6161

■ <https://www.usbankreliacard.com/>

The ReliaCard® is issued by U.S. Bank National Association pursuant to a license from Visa U.S.A. Inc. © 2023 U.S. Bank. Member FDIC.

If you prefer to use an alternate reimbursement method, please contact NWR to request accommodation.

## Common Questions & Answers

**Question:** I am the parent or guardian of a minor (0-18yrs old). Am I eligible for mileage, meals, and lodging when I travel with them, and how do I receive those funds?

- **Answer:** Yes, as the parent or guardian of a minor, you are eligible to receive mileage, meals, and lodging reimbursement for you and your child when travel with your child to attend a covered Medicaid service.

**Question:** How often are payments processed and when should I expect to receive my payment(s)?

- **Answer:** NWR receives and processes reimbursement requests for mileage, meals, and lodging on a weekly basis. Payments will not be issued until the visit has been completely verified. Expect to receive your reimbursement no later than 14 business days after the verification process has been completed by NWR.

**Question:** Do I need to provide receipts for my meals in order to receive my meal reimbursement?

- **Answer:** No. Once your appointments have been verified, NWR will process your meal reimbursement request.

**Question:** Who do I contact if I need more information?

- **Answer:** You can call NWR (see contact information on page 3) or CPCCO toll free at 1-855-722-8206.