



Rider's Guide

Updated January 1, 2026

503-861-0657 or toll-free 888-793-0439

8 a.m. to 5 p.m., Monday through Friday

nwconnector.org/nw-rides

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Contact information and office hours

NW Rides contact information

Phone: 503-861-0657

Toll-free: 888-793-0439

Fax: 503-815-2834

TTY: 711

Online: nwconnector.org/nw-rides

Mailing address: 3600 3rd Street, Suite A, Tillamook, Oregon 97141

NW Rides provides all non-emergent medical transportation (NEMT) services on behalf of your coordinated care organization, Columbia Pacific CCO.

NW Rides' phone lines include messaging in English and Spanish, both during regular business hours and after hours. Their customer Service team has staff that speak multiple languages. They can also connect you with an interpreter, if needed. Customer Service can help if you have a hearing or speech impairment.

NW Rides office hours and holidays

Our regular business hours are 8 a.m. to 5 p.m. Monday through Friday, except holidays. During those hours you can go through intake, file grievances and arrange your transportation needs. Anything outside of that time is considered after hours.

NW Rides is part of Tillamook County Transportation District, or TCTD. The NW Rides Call Center does not operate on the following holidays:

New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

Services are available 24 hours a day, 365 days a year. You can schedule transportation (trips) for any day or time you need. Please call during our regular business hours to schedule trips that are not medically urgent. Only medically urgent trips can be scheduled after business hours.

Transportation that was scheduled previously will not be affected by our office hours or holidays. You may schedule one or more trips at once when you call us, up to 90 days in advance, for both single and recurring (repeat) appointments. You may also request same- or next-day transportation.

Our after-hours call center is available regardless of the time, day or holidays. You can leave a message with our after-hour calls center. They can also direct you to emergency services, if needed.

Columbia Pacific CCO contact information

We can help if you need more assistance. Or, if you want to provide feedback about your NEMT experience to Columbia Pacific.

Address: 315 SW Fifth Ave, Portland, OR 97204

Phone: 503-488-2822

Toll-free: 855-722-8206

TTY: 711

Online: colpachealth.org

Office hours: 8 a.m. to 5 p.m. Monday through Friday, except holidays

Our Customer Service Call Center is available regular business hours, 8 a.m. to 5 p.m., Monday through Friday.

Language and format support

English

You can get this document in other languages, large print, braille or a format you prefer. You also have the right to an interpreter. You can get help from a certified or qualified health care interpreter. This help is free. Call 855-722-8206, TTY 711, or tell your provider. We accept relay calls.

Spanish

Puede obtener este documento en otros idiomas, en letra grande, en braille o en el formato que prefiera. También tiene derecho a solicitar un intérprete. Puede obtener ayuda de un intérprete de atención médica certificado o calificado. Esta ayuda es gratuita. Llame al 855-722-8206, TTY 711 o infórmese a su proveedor. Aceptamos llamadas de retransmisión.

Vietnamese

Quý vị có thể nhận những tài liệu này bằng một ngôn ngữ khác, theo định dạng chữ in lớn, chữ nổi braille hoặc một định dạng khác theo ý muốn. Quý vị cũng có thể yêu cầu một thông dịch viên giúp đỡ. Trợ giúp này là miễn phí. Gọi 855-722-8206 hoặc TTY 711. Chúng tôi chấp nhận các cuộc gọi chuyển tiếp. Quý vị có thể nhận được sự trợ giúp từ một thông dịch viên chăm sóc sức khỏe được chứng nhận và có trình độ.

Arabic

يمكنك الحصول على هذه الوثيقة بلغات أخرى أو بخط كبير أو بطريقة برايل أو بأي تنسيق تفضله. لديك أيضًا الحق في الحصول على مترجم. يمكنك الحصول على مساعدة مترجم فوري معتمد أو مؤهل في مجال خدمات الرعاية الصحية. يمكنك الحصول على هذه المساعدات مجانًا. اتصل بالرقم 855-722-8206 أو عبر خدمة الهاتف النصي على 711، أو أخبر مقدم الخدمة الخاص بك. نقبل المكالمات الواردة عبر خدمة الترحيل.

Dari - Afghan Persian

شما میتوانید این سند را به زبان های دیگر، چاپ بزرگ، خط بریل یا فارمتی که شما ترجیح میدهید بدست بیاورید. شما همچنان حق دارید که یک ترجمان شفاهی داشته باشید. شما میتوانید از یک ترجمان شفاهی تصدیق شده مراقبت صحتی یا واجد شرایط کمک بگیرید. این کمک رایگان است. با شماره 855-722-8206، TTY 711 تماس بگیرید، یا به ارائه کننده خود بگوئید. ما تماس های انتقالی (Relay Calls) را می پذیریم.

Russian

Этот документ можно получить на других языках, крупным шрифтом, шрифтом Брайля или в другом предпочитаемом формате. Кроме того, вы имеете право запросить услуги устного переводчика. Вы можете получить помощь дипломированного или квалифицированного устного переводчика, специализирующегося в области медицины. Эти услуги предоставляются бесплатно. Позвоните по номеру 855-722-8206 (TTY: 711) или обратитесь к своему врачу. Мы принимаем ретранслируемые звонки.

Somali

Waxaad dukumiintigan ku heli kartaa luuqadaha kale, farta waawayn, farta indhoolaha ama nooca aad rabto. Waxaad sidoo kale haq u leedahay inaad hesho turjubaan. Waxaad caawimaad ka heli kartaa turjubaan daryeelka caafimaadka qaabilsan oo xirfad u leh ama shahaado u haysta. Caawimadani waa bilaash. Wac 855-722-8206, TTY 711, ama u sheeg adeeg bixiyahaaga. Waanu aqbalaynaa wicitaanada dadka maqalka culus.

Traditional Chinese (Cantonese)

您可以獲得以其他語言、大字體、盲文或您喜歡的格式提供的該文件。您還有權獲得由口譯員提供的翻譯協助。您可以從經認證或合格的醫療保健口譯員那裡獲得幫助。這項幫助是免費的。請致電 855-722-

8206, 聽障或語言障礙人士請撥打 TTY 711 進行諮詢, 或告知您的服務提供方。我們接受中繼呼叫。

Simplified Chinese (Mandarin)

您可以获得以其他语言、大字体、盲文或您喜欢的格式提供的该文件。您还有权获得由口译员提供的翻译协助。您可以从经认证或合格的医疗保健口译员那里获得帮助。这项帮助是免费的。请致电 855-722-8206, 听障或语言障碍人士请拨打 TTY 711 进行咨询, 或告知您的服务提供方。我们接受中继呼叫。

Korean

본 문서는 다른 언어, 큰 활자, 점자 또는 귀하가 선호하는 형식으로 제공될 수 있습니다. 또한 통역사를 요청할 권리가 있습니다. 자격증을 소지하였거나 자격을 갖춘 의료 전문 통역사의 도움을 받을 수 있습니다. 이 지원은 무료로 제공됩니다. 전화 855-722-8206 (TTY 711)번 또는 담당 제공자에게 문의하십시오. 중계 전화도 받고 있습니다.

Chuukese

Ka tongeni nounou ei taropwe non pwan foosun ekkoch fonu, epwe mesemong makkan, epwe ussun noun mei chuun ika non ew sokkun nikinik ke mochen kopwe nounou. Mei pwan wor omw pwuung omw kopwe nounou chon chiaku ngonuk. Mei pwan tongeni an epwe kawor ngonuk aninis ren peekin chiaku seni ekkewe ir ra kan tufichin chiaku ika ir mei tongeni chiaku ren peekin aninsin health care. Ei sokkun aninis ese pwan kamo. Kokori nampa 855-722-8206, TTY 711, ika pworous ngeni noumw we tokter ren. Kich mei pwan etiwa kokkon an emon epwe wisen atoura.

Ukrainian

Цей документ можна отримати в перекладі іншою мовою, надрукованим великим шрифтом, шрифтом Брайля або в іншому зручному для вас форматі. Крім того, ви маєте право на послуги усного перекладача. Ви можете скористатися послугами дипломованого або кваліфікованого усного перекладача, який спеціалізується в галузі охорони здоров'я. Такі послуги надаються безкоштовно. Зателефонуйте за номером 855-722-8206 TTY 711 або зверніться до свого лікаря. Ми приймаємо виклики в режимі ретрансляції.

Farsi

شما می‌توانید این سند را به زبان‌های دیگر، نسخه چاپی درشت، خط بریل، یا در قالب دلخواه خود دریافت کنید. همچنین، شما حق دارید از یک مترجم کمک بگیرید. می‌توانید از یک مترجم شفاهی مراقبت‌های بهداشتی دارای گواهی‌نامه یا واجد صلاحیت کمک بگیرید. این کمک رایگان است. با شماره 855-722-8206 تماس بگیرید، از طریق دستگاه تله‌تایپ (TTY) با شماره 711 تماس حاصل کنید، یا موضوع را به ارائه‌دهنده خدمات درمانی خود اطلاع دهید. ما از تماس‌های رله پشتیبانی می‌کنیم.

Amharic

ይህንን ሰነድ በሌሎች ቋንቋዎች፣ በትላልቅ ህትመቶች፣ በብሬይል ወይም በሚመርጡት ቅርጸት ማግኘት ይችላሉ። በተጨማሪም አስተርጓሚ የማግኘት መብት አለዎት። እውቅና ካለው ወይም ብቃት ካለው የጤና እንክብካቤ አስተርጓሚ እርዳታ ማግኘት ይችላሉ። ይህ እርዳታ ነጻ ነው። ወደ 855-722-8206፣ TTY 711 ይደውሉ ወይም ለአቅራቢዎ ይንገሩ። የሪሌይ ስልክ ጥሪዎችን እንቀበላለን።

Romanian

Puteți obține acest document în alte limbi, tipărit cu font mare, în braille sau în formatul preferat. De asemenea, aveți dreptul la un interpret. Puteți obține asistență de la un interpret aprobat sau calificat în domeniul medical. Asistența este gratuită. Sunați la 855-722-8206, TTY 711 sau contactați furnizorul. Acceptăm apeluri prin centrală.

Member confidentiality

Your privacy is important to us. We will talk about you, or provide your information, only as needed for business purposes. It is strictly forbidden to do otherwise. We will keep your information private as the law requires.

Non-discrimination statement

Columbia Pacific CCO does not discriminate

Discrimination is against the law. Columbia Pacific must follow state and federal civil rights laws. We cannot treat people unfairly in any of our programs or activities because of a person's:

- Age
- Skin color
- Disability
- Health status or need for services
- National origin, primary language and proficiency of English language
- Race
- Religion
- Sex, sex characteristics, sexual orientation, gender identity and sex stereotype
- Pregnancy and related conditions

Everyone has a right to enter, exit and use buildings and services. You have the right to get information in a way you understand. NW Rides has qualified Customer Service staff who speak languages other than English.

We will also provide you — or your family, caregivers or representative— with an interpreter when you call, if needed. This includes receiving written material in other formats that work for you (large print, audio, braille, etc.). You can also ask for sign language and written translations or auxiliary aids and services. These services are free.

You or your representative can ask for this guide in paper form, at no charge. Columbia Pacific CCO will send it within five business days. The paper form of the guide will be the same as the electronic version. The electronic version of the guide is available on NW Rides' website at nwconnector.org/nw-rides. Or, you can find it on Columbia Pacific CCO's website at colpachealth.org/members/more-services/transportation.

If you don't speak English, this also includes free interpretation services and written information/material in the language you speak. We will make reasonable changes to policies, practices and procedures by talking with you about your needs.

To report concerns or to get more information, please contact our Grievance Coordinator in any of these ways:

Columbia Pacific CCO

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Columbia Pacific CCO Section 1557 Coordinator is available to help you.

Email: customerservice@careoregon.org

Phone: Toll-free 855-722-8206 or TTY 711

File a complaint electronically: Visit colpachealth.org/contact-us or use the Oregon Health Authority form, available in six languages here: link.careoregon.org/oha-public-civil-rights.

Fax: 503-416-1313

Mail: Columbia Pacific CCO
Attn: Grievance Coordinator
315 SW Fifth Ave
Portland, OR 97204

Oregon Health Authority (OHA) Civil Rights

Web: www.oregon.gov/OHA/EI

Email: oha.publiccivilrights@odhsoha.oregon.gov

Phone: 844-882-7889, 711 TTY

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

Web: oregon.gov/boli/civil-rights

Email: BOLI_help@boli.oregon.gov

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: ocrportal.hhs.gov/ocr/smartscreen/main.jsf

Phone: Toll-free 800-368-1019 or 800-537-7697 (TDD)

Email: OCRComplaint@hhs.gov

Mail: Office for Civil Rights
200 Independence Ave SW
Room 509F, HHH Bldg
Washington, DC 20201

Program overview

NW Rides provides free non-emergent (not for an emergency) medical transportation, or NEMT. NEMT is a benefit for eligible Columbia Pacific CCO members. NEMT gets you to health care services that Columbia Pacific covers. The visits could be to a doctor, dentist, mental health counselor or other provider.

Our service area is Clatsop, Columbia and Tillamook counties.

NW Rides offers three ways to help you get to health care. We call these “trips.”

- 1. Public transit:** We offer single-ride and monthly passes. With this option, you will need to find the bus route that gets you where you need to go. If you need help learning how to use public transit, please ask us.
- 2. Mileage reimbursement:** We pay a per-mile rate for miles driven for health care. You can drive yourself. Or someone else can drive you.

Sometimes we can reimburse for meals and lodging (a room overnight) With this option, you will need to drive yourself or find someone who can get you to your appointment.

3. **Vehicle-provided rides:** We can schedule private and shared rides. We send a vehicle that fits your needs. That includes your mobility device (an aid to movement) if you have one.

You do not pay anything to use NW Rides.

Customer Service is open 8 a.m. to 5 p.m. Monday through Friday, except holidays, to help you schedule your trips.

What to expect when you call NW Rides

You'll talk with our Customer Service team. We will find out about your needs. Then we can help you get to any service that Columbia Pacific covers through the Oregon Health Plan (OHP). It could be physical, dental or mental health care, or substance use treatment.

We will make sure that you qualify for a trip. We'll work with you to find the right and least-costly type of trip to fit your current transportation needs. We call this the screening process. NW Rides has limited resources. If a member can use public transportation, they will be offered bus fare. If they can drive themselves, or have someone drive them, they will be offered reimbursement funds.

Customer Service will ask you screening questions such as:

- How do you want us to contact you? What time of day? (We will want to tell you about your trip as soon as we have set it up. Before the day of your trip, we can call, text, email or fax you.)
- How do you usually get to health care visits?

- Do you live near public transit?
- Do you have access to (are able to use) a vehicle?
- Do you use a mobility device?
- Will you need any extra help?
- What special modifications (changes) should we make to the trip?

This could be because of your needs, past or situation.

Customer Service will confirm these with you on occasion. You can also share with them if your needs change. The screening process helps NW Rides meet your needs. It also helps with matching your trip to the right kind of driver and vehicle.

If a member needs more than one way to travel, NW Rides will add that information to their profile. This helps make sure the member can ask for the kind of trip they need when they call. For example, someone might use public transit most days, but if their health condition flares up, they might need a vehicle provided ride instead.

Your authorized representative (somebody you OK to act for you) may also call us. This could be a Community Health Worker, foster parent, adoptive parent or provider. Or it could be another adult you choose. They can ask us for information about your trip. They can also change or book a trip for you.

Some members are enrolled with both Medicaid and Medicare. This is known as full benefit dual eligible, or FBDE. Are you a dual member of Columbia Pacific and Medicare? We will verify eligibility for services with your plan or provider. We'll also verify that you need help getting to a Medicaid or Medicare-covered appointment. The appointment could be

within our service area (Clatsop, Columbia and Tillamook counties). Or it could be outside our service area.

Columbia Pacific handles and pays for non-emergency trips, even if they are not in our service area.

Life is full of changes! Did your health change? Did your access to transportation change? Did you forget to share important information? If anything changes, short-term or long-term, please call us. We'll work with you to find the best option for your new needs.

Scheduling trip requests

Each time you call, we will need the following information from you:

- Your first and last name
- Your date of birth
- Your Medicaid ID number
 - If you are enrolled with a Medicare plan, we may need your Medicare ID too
- Confirmation of your mailing address and phone number
- Date and time of the appointment
- Full starting and destination (drop off) addresses
- Facility name, doctor's name and doctor's phone number, including building name or number and suite or apartment number
- Medical reason for the appointment
- Whether it is a round trip or a one-way trip
- If you need a personal care attendant, or PCA (see page 18 for more about PCAs).

- If you can walk without help, or if you have a mobility device. We may ask if you need help from the driver. (see page 27 for more information about mobility devices).
- If you use a mobility device, we may ask:
 - What type it is (for example, a wheelchair, scooter, crutches or walker)
 - Its measurements
 - If your type of mobility device has changed since we last drove you
- If you need reimbursement money, tell us what type of funds you are requesting. This could include mileage, meals and lodging.
- Any other special needs (like a service animal)

We may ask you for other information, too. We will verify that you are a Columbia Pacific CCO member and that your request is for a covered service or health-related service. Please note: Verifying you are a Columbia Pacific member does not guarantee that your request will be approved.

We will approve or deny your trip request within 24 hours of your contacting us. If your appointment is within 24 hours, we will let you know our decision before that. We want you to arrive on time for your appointment.

Note: You have the right to ask for a same-day or next-day trip. If you call the same day as your appointment, we will do our best to fit in services with short notice.

If we authorize (OK) your trip at the time of your request by phone, we will tell you, whenever possible, of the plans. If not, we'll ask for the best way to contact you (email, phone, text, fax, etc.) and tell you about the plans for the trip as soon as we know them. This will be before your appointment.

Columbia Pacific CCO or NW Rides will give you information about your trip at least two days before your appointment, if possible. Information about trip arrangements includes, but is not limited to:

- The name and phone number of the driver or transportation provider. This may only be used to contact a driver about a pre-scheduled trip, not for scheduling a future trip. If you request a trip less than two days before your appointment, we may not be able to give you these details.
- The scheduled time and address of pickup
- The name and address of the health care provider you're seeing
- As a Columbia Pacific member, you are not responsible for determining whether the trip plans have been made

Be aware that drivers cannot change your assigned pickup time without documented prior approval from NW Rides.

Do you need to change your pickup time or other trip information?

Please call us. We will let the transportation provider know, if your trip is a vehicle-provided ride.

Find more details on pages 19-29, under the three types of transportation (trips) offered: public transit, mileage reimbursement and vehicle-provided rides.

Veteran and Compact of Free Association (COFA) dental program members

If you are a member of the Veteran Dental Program or COFA Dental Program (“OHP Dental”), NW Rides **only** provides free trips to dental appointments. NW Rides will not provide free trips for other health services if you are a member of these programs. If you have questions regarding coverage and what benefits are available, contact Columbia Pacific Customer Service at 855-722-8206 or TTY 711.

Personal care attendant (PCA)

A personal care attendant (PCA) is a helper who travels with a member to a covered health care visit. The PCA helps before, during or after your visit. They help with things like:

- Stairs
- Your mobility device
- Language interpretation
- Medical monitoring (keeping an eye on devices)

A PCA may be a member’s mother, father, stepparent, grandparent or guardian. Or it could be any adult 18 years or older. The member’s parent or guardian has to authorize (OK) them.

We or Columbia Pacific may require that the parent or guardian puts that OK in writing. We will determine if a member needs assistance and whether your attendant meets our requirements.

If you need a PCA to travel with you to health care visits, tell us that when you call to ask for help with a trip. We will check if the person meets the

requirements, as spelled out by Oregon Attendants for Child and Special Needs Transports at link.careoregon.org/oard-transportation-attendants.

Children 12 years of age and under must ride with an adult attendant. An attendant may be the member's mother, father, stepmother, stepfather, grandparent or guardian. The attendant rule also applies to Columbia Pacific CCO members of all ages if they have special physical or developmental needs.

The PCA must go with the member for both pickup and return. We will not bill you anything to take along your attendant.

Public transportation

If you are able to take public transportation, we can give you transit fare. With this option, you will need to find the bus or train route that gets you where you need to go. If you need help learning how to use public transit, please ask us.

When you call us, we'll go over your health care appointments. We may need to check with the clinic that you have an appointment scheduled at that time. Please be ready to tell us about future appointments for physical, dental and mental health care. This could also include substance use treatment.

On the phone, we'll ask for information to schedule your trip. See "What to expect when you call NW Rides" on page 13 for the information we need.

We will also ask:

- Whether you need fare for a personal care attendant (PCA)
- Your mailing address

Local transit options

NW Connector (nwconnector.org) provides several options for public transit. This includes transit in Columbia Pacific's service area of Clatsop, Columbia and Tillamook counties. The NW Connector is a coordinated regional transit system that includes five individual transit agencies in NW Oregon. Please let us know the counties where your health visits are.

NW Rides can help get you the bus fare you need. We can provide fare for:

- Columbia County Rider
- Sunset Empire Transportation District
- Tillamook County Transportation District

We can also send you fare for other transit systems if needed, such as:

- Benton County Transit
- Lincoln County Transit

Learn more about transit options in the NW Rides service area:

- Columbia County Rider: nwconnector.org/passes-ccr/
- Sunset Empire Transportation District: nwconnector.org/passes-setd/
- Tillamook County Transportation District: nwconnector.org/passes-tctd/

Monthly and day passes

We will decide whether a day pass or monthly pass is right for you.

If you have five or more appointments in a calendar month, you may be eligible for a monthly transit pass.

When to call us

We need time to get your transit fare to you. We want you to receive the fare you need before your appointment day. So please call us well ahead of time! It's best to contact us as soon as you know about your appointment.

- **If you need fare mailed to you:** Call us at least five days before your appointment day. The pass comes in the mail.
- **Same-day requests:** If you call us the same day as your appointment, fare can still be sent. However, we cannot promise it will be available the same day as your request.

You can ask us for transit fare up to 90 days before your appointment.

Mileage reimbursement

If you or someone you know can drive you to your health care appointments, we can reimburse you for the miles you drove. When someone else drives you to and from appointments, we pay you the reimbursement money. You are responsible for giving the money to the person who gave you the ride. Reimbursement funds are loaded onto your ReliaCard®. Find out more about the U.S. Bank ReliaCard® on page 24.

We decide mileage using the distance from your starting address to your appointment, and then back to your starting location. The starting location may be the home address on file, or another address.

After your appointment, you may have to go to a location other than your starting address. Please let the call representative know. We may be able to fit in your request.

You will be reimbursed for the shortest, most appropriate route to and from your appointment. This may not be the same as the route you traveled. Reimbursement money will be rounded to the nearest mile.

Reimbursement process

We will reimburse you within 14 days of getting your request and any documents you need to send. If we say no to your request, we will issue a Notice of Adverse Benefit Determination (NOABD) within 14 days. If your reimbursement request is not complete, we can take an additional 14 days to help you fill out the request.

Find more details about denials on page 50.

Here are the steps you must take. Note the 45-day deadline in Step 3.

- 1. Call us at NW Rides to schedule your trip.** Review the “Scheduling Trip Requests” section to find out what information is needed to schedule your trip. Whenever possible, call at least two full business days before your visit. This gives us time to confirm information before your appointment. We need to do this before we can approve your request. You may call up to 90 days before a visit. If you call the same day as your visit, funds can still be approved. However, we must receive your appointment verification (proof) form before you

are reimbursed (repaid). See ReliaCard section for more information.

2. **Bring an appointment verification form to your appointment.** Ask the provider's office staff to sign it. You can get a verification form in any of these ways:

- Print it from the NW Rides website at nwconnector.org/nw-rides/
- Call us at 888-793-0439 or TTY 711 and ask us to mail you a form
- Ask us to fax the form to your provider's office

3. **Send us the original, fully completed form before the deadline.** We must receive the form and any needed receipts within 45 days of your visit. We will not reimburse you if we receive your verification form and any required receipts more than 45 days after your visit. You can mail the form or ask your provider's office to fax it.

Mailing address:

3600 3rd Street, Suite A
Tillamook, Oregon 97141

NW Rides fax: 503-815-2834

We will verify that you were seen and treated.

Or, ask your provider to write a letter. Instead of faxing an appointment verification form, your provider can fax us a letter on their professional letterhead. The letter must include:

- Your first and last name
- Your current mailing address
- Your Columbia Pacific CCO (Medicaid) Member ID number
- The date and time of your visit

- The purpose of your visit
- A signature and phone number of a provider or staff member where you were seen

4. **Get reimbursed.** After we verify your appointment, we will load your mileage reimbursement onto a U.S. Bank ReliaCard.®. We will load the funds within 14 days of getting your completed form.

U.S. Bank ReliaCard® The first time you ask for reimbursement, we will create your account for a ReliaCard® prepaid debit card. ReliaCard is a Visa® prepaid debit card, offered through U.S. Bank. We will mail you your card. It could take seven to 10 business days to arrive. The ReliaCard will come in a white windowed envelope. It may look like it is junk mail, so please watch for it.

Keep your ReliaCard safe. We will reload this same card for future reimbursements.

Before you use your card, you will need to activate it (start it up). Instructions are with the card. You can use the card at any location that accepts Visa. Let NW Rides know when you activate the card. We will load funds to your ReliaCard after the card is started up.

The bank cannot issue cards to minors. NW Rides can issue a ReliaCard to a parent or guardian instead. NW Rides may reimburse other individuals or entities who provide the ride.

The ReliaCard is issued by U.S. Bank National Association pursuant to a license from Visa U.S.A. Inc. or Mastercard International Incorporated.

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Reimbursement rates and card balances

Your mileage reimbursement will be loaded onto the ReliaCard. This includes meal and lodging funds. See page 39-42 for more information about meal and lodging rates.

NW Rides currently pays **\$0.46 per mile**.

We will add reimbursements to your ReliaCard within 14 days of receiving your appointment verification or provider letter. We may wait to load funds until after the amount due has reached \$10 or more. The balance on the card rolls over from month to month.

If your ReliaCard goes 365 days without a balance changing transaction, it becomes inactive. You will have to contact ReliaCard Customer Service to reactivate your ReliaCard before you can access funds.

For questions about your card balance, withdrawals or starting it up again, please contact ReliaCard Customer Service toll-free at 855.282.6161 or visit the ReliaCard website: usbankreliacard.com.

If you need a reimbursement method other than a ReliaCard, please contact us. Ask us for an accommodation (change or exception).

Foster parents and children

Because children in foster care may move frequently between foster homes, foster parents are able to receive the ReliaCard in their name. Or they can receive reimbursement funds in another way instead of the ReliaCard. This could include a paper check or electronic payment. Please follow the same process in asking for mileage reimbursement. The funds will be provided to the foster parent or another designated

person who provides the transportation.

Vehicle-provided rides

Basics of vehicle-provided rides

When you call to request a trip, we will ask some questions. We want to make sure you're getting the right type of transportation.

If we are scheduling a ride, we'll ask for information such as:

- Full starting address and destination address. That includes the apartment, room, building, floor or suite number.
- Helpful tips for the driver about your pickup location. Are there stairs? Is it a gated community?
- Whether a personal care attendant or service animal will be traveling with you
- If you are using a mobility device. If you are, we may ask:
 - The type of device
 - The measurements of the device
- The level of service you need (see page 30)
- If you need a return ride, and what time you expect to need it

If you can, please call us at least two full business days (48 hours) before your visit. The advance notice helps us with scheduling. You can call us up to 90 days before an appointment.

You have the right to ask for a same-day or next-day ride. But if demand for rides is high, we give priority to medically urgent requests. See pages 29-30 for more details on same-day and next-day requests.

We can schedule a ride in a vehicle if you:

- Do not have access to a vehicle
- Cannot take public transit

We may send a sedan, wheelchair van, stretcher vehicle or non-emergent ambulance. We'll decide based on your medical needs. A personal care attendant (PCA) can come with you if you need.

Drivers must alert you when they arrive. They must wait for you at least 15 minutes after your scheduled pickup time. If you do not come within those 15 minutes, drivers must tell the NW Rides dispatcher before they leave from your pickup location.

Whenever possible, call us at least two business days before you need a ride.

We will schedule your trip so you arrive on time to check in for your visit. We will schedule your return trip so we pick you up without delay after your visit.

Please be ready to go when the driver arrives. Did your driver come early, and you're not ready? You don't have to go before your scheduled pickup time or window.

Other timing guidelines:

- Your driver should arrive no more than 15 minutes after your scheduled pickup time or window
- You should not be dropped off more than an hour before your appointment time
- The driver should drop you off at least 15 minutes before your appointment time

- We will do our best to provide back-up options to transport members to and from their appointments.
- **Let us know right away if your driver hasn't arrived within 10 minutes of your pickup time or window.** We will work with you and your health care provider if needed to make sure that you get to your appointment.
 - We may need to give your trip to another transportation provider.
- Drivers should not drop you off at your appointment location more than 15 minutes before the clinic or other facility opens for business (unless you or your representative request an earlier drop off)
- Drivers are not permitted to drop you off at an appointment less than 15 minutes before the office or other facility closes for business (unless you or your representative request an earlier drop off)
- If your appointment is the last of the day, drivers will pick you up no more than 15 minutes after the clinic closes for business. This will happen unless the visit is expected to last longer than 15 minutes after closing, or unless requested by you or your parent, guardian or representative.
- The driver is not allowed to make unscheduled stops, including for food and drink, on the way to or from your medical appointment in the local service area
- We have contingency and back-up plans for different circumstances that can affect ride availability.
 - These include things such as heavy traffic, vehicle accidents, inclement (bad) weather and other members running late from appointments

- Back-up plans include things like finding another provider to give you a ride, or paying you back if someone else can take you

If you are not sure what time you need to go home from your visit, you can schedule a will call, or call return. When you are done at your visit, call the NW Rides call center at 503-861-0657 or toll-free 888-793-0439 to arrange your ride. A driver will arrive within 60 minutes of the time you call.

To avoid delays, we encourage you to schedule a pickup time whenever possible.

If you need to cancel or change a ride after you scheduled it, please tell us as soon as you can. We need at least two hours' notice before your scheduled pickup time. We may not be able to make last-minute changes, but we will always try our best.

Ride delays and reassignments

At times, a transportation provider may be late or unable to pick you up due to traffic or other reasons. If your ride is late, or there is another issue, please call us. We'll reassign your trip to another ride provider as soon as possible. We work with transportation providers to make sure extra vehicles are available.

Same-day and next-day requests

We ask that you try to call us two or more business days before your health care visit. Two-day notice will help us serve you better in times of high demand.

You have the right to request a same-day or next-day ride.

We may verify same-day rides with your health care provider. We prioritize urgent requests.

Here are reasons to ask for same-day rides:

- You are being discharged from the hospital
- Your health care provider asks you to come in the same day for a serious condition. This can include rides for lab work or other testing.
- You are going to urgent care because you are sick and your primary care provider is not available
- You are pregnant and need to see your pregnancy provider or go to urgent care
- Your health care provider is sending you to a specialist
- You must pick up a needed medicine right away

For all other reasons, please make your trip request at least two business days before your appointment. You or your representative may schedule more than one trip during one phone call, up to 90 days before your appointments. Services are available 24 hours a day, 365 days a year.

If a friend or family member can take you to your appointment, we can approve mileage reimbursement on the same day. If you can use public transit, we can approve transit fare.

Level of service

Our drivers are able to provide different levels of service to best fit your medical needs.

- **Curb-to-curb:** Your driver will meet you at the curb of your pickup location.
- **Door-to-door:** Your driver will meet you at the door or front desk of your pickup location. The driver will escort you to the door or front desk of your drop-off location.
- **Hand-to-hand:** Your driver will meet you and a member of your care team at your pickup location. Your driver will bring you all the way inside at your drop-off location. Your driver will stay with you until someone from your care team takes you the rest of the way. If available, a personal care attendant can help do this instead.

When you call us to schedule a ride, please let us know the type of assistance you require.

Mobility devices

A mobility device is something that helps you move around. It is important that we know if you use one, what size it is, and if you need help loading and unloading it into the vehicle. Whether you use a cane, walker, wheelchair or scooter, or you need stretcher transport, we can get you to your appointment.

We can provide a ride that fits your mobility device, but not every vehicle has room for every type of device. We want to send the vehicle that best fits your needs. If a vehicle ever arrives that does not match your needs, please call us immediately.

When you call, please be able to tell us the type and size of your mobility device, and any special details.

Important details about your mobility device can include:

- Whether it folds
- The width and length of the device
- The combined weight of the device when occupied
- If it has a high back or is reclining

For stretcher transport, or if you need a wheelchair provided for the ride, we will need to know your height and weight so we can send the appropriate size.

Oxygen can also be provided for a ride if requested. When you schedule your ride, please tell us the number of oxygen liters you will need. If we provide you with a mobility device or oxygen, we cannot leave them with you at your destination. They can only be used during the ride. Make sure you plan for your needs at your home address and during your appointment.

If you use a scooter, the driver may ask if you want to transfer into a vehicle seat for your own safety. But you are not required to do so.

Mobility aids such as walkers or canes must be safely stowed in the vehicle after you have been seated. The provider will help you secure your equipment if necessary.

Portable oxygen tanks must be secured while being transported. Please bring only enough oxygen that you medically need.

If your needs or mobility device ever change, please let us know.

Service animals

You can bring a service animal with you during your rides. A service animal is a dog or miniature horse that you require because of a disability.

The animal has been trained to do work or perform tasks for your benefit as a person with a disability. See more about service animals and the Americans with Disabilities Act (ADA) at link.careoregon.org/ada-service-animals.

Emotional support animals, companion animals and pets are not allowed in our vehicles, except in enclosed carriers.

If you will have a service animal with you, please tell us when you call to schedule your ride. Our Customer Service team and drivers may ask you the following questions about your service animal:

- What kind of animal is it?
- Is the animal required because of a disability?
- What task has the animal been trained to perform?

Customer Service and drivers may ask only those questions. You have the right to keep the details of your medical information private. You are not required to disclose any information beyond those three answers.

Seat belts

All riders must follow safety belt laws. When you call to schedule your ride, please let us know if you will need a seat belt extension. If you have a safety belt exemption card, please call us to talk about how we can best help you. Riders using wheelchairs must use the lap and shoulder belt.

Shared rides

Rides are not guaranteed to be private and may be shared. Other NEMT riders may be picked up or dropped off along the way to your destination.

We ask that you always treat other passengers with respect. Do not act in a way that causes a safety risk to anyone in the vehicle.

If you drive yourself and someone else, we will only reimburse you for the trip once. We cannot pay for the same trip twice.

Secure transport

When a member is in a mental health crisis, the most-appropriate type of transportation may be secure medical transport in a special vehicle. This means a doctor or peace officer determined that the member is in danger of harming themselves or others, or needs immediate care, custody or treatment.

When medically appropriate, one other person may go with the member, to give medicine on the way or meet legal requirements. Examples include, but are not limited to, a parent, legal guardian or escort.

We will allow medical secure transports for OHP-covered medical services ordered by a court. Exceptions are if the member is going to court or commitment hearings (unless there's no other funded transportation option), or if the member is in custody.

No-shows

A no-show means that you did not take a scheduled ride. And you did not tell us soon enough to cancel the trip.

This could mean:

- You canceled a ride less than two hours before the time we set to pick you up

- You were not ready within 15 minutes of your scheduled pickup time or window
- You turned a driver away at the door because you no longer needed the ride. Or you did not want a ride from that driver or provider.

After a certain number of no-shows, we may place a service modification (change) on your profile.

A service modification sets special conditions and fair limits on future rides. Service modifications could include, but are not limited to:

- Using a certain transportation provider.
- Using public transit when it's available.
- Calling us ahead of time to confirm each trip.
- Needing to travel with a personal care attendant (PCA). See page 18 for more information on PCAs.

Do you feel your ride was marked a no-show by mistake? You can contact our Customer Service team to question the no-show. We will look into the matter. If appropriate, we will remove the no-show from your record.

Children age 12 and under

An adult must go with children 12 years old and under. The adult must be their parent, stepparent, grandparent, legal guardian, Department of Human Services (DHS) staff or volunteer, or OHA staff. Or it could be an adult (18 years or older) who the parent or legal guardian identified in writing as a personal care attendant, or PCA.

The adult attendant must provide and install car seats or booster seats for any children under 8 years old. See page 18 for more information on PCAs.

We cannot provide you with car seats. Drivers may not help put in or remove a car seat. You must take the car seat with you when you leave the vehicle. The driver cannot keep a car seat in the vehicle for you. You also may not have the same driver for your return trip.

Per Oregon law:

- A child under 2 years old must sit in a rear-facing car seat
- A child 2 years or older who weighs less than 40 pounds must sit in a car seat
- A child who weighs more than 40 pounds must sit in a booster seat until they are 4 feet, 9 inches, or if they are secured with a state-approved safety system
- A driver can transport a child only with the proper car seat and an attendant

Pharmacy stops

We can help you get to the pharmacy to pick up prescription drugs as an add-on to an existing trip. The stop can be added before or after your appointment. We can provide bus fare, mileage reimbursement or a vehicle-provided ride.

For vehicle-provided rides, you have a choice: The driver can wait 15 minutes. Or you can call when you are ready to be picked up.

We do not schedule regular trips just to the pharmacy. We will schedule one, though, if there is a special need.

Columbia Pacific CCO also works with pharmacy providers to offer you the option of having your prescription drugs delivered directly to your door. To learn more about delivery options, call Columbia Pacific Customer Service at 503-488-2822, toll-free 855-722-8206 or TTY 711.

Out of area

Do you need a trip to a Columbia Pacific CCO-covered appointment that is not available within Clatsop, Columbia or Tillamook counties? We will work with you to see if we can provide transportation to that visit.

We have a process for reviewing requests for travel expenses for care outside of our service area. When approved in advance, we may reimburse certain travel expenses

As soon as you schedule a health care visit that is out of Columbia Pacific's service area, please call us. We need some time to review your request. We will first check if it is medically appropriate to go outside of the service area for your care. If the same type of care is offered in the service area, we may deny your request. If we approve your out-of-area appointment, we then need time to schedule the necessary pieces of your trip.

You may call up to 90 days in advance to request an out-of-area trip. We must receive your completed appointment verification form and any required receipts if you request reimbursement. You have up to 45 days after the appointment to submit these items.

When you call to request a trip to an appointment outside of our service area, our Customer Service reps will need some information. **This information will help us decide if the trip falls within the out-of-area coverage guidelines set by the Oregon Health Authority. We will ask:**

- Full starting and drop-off addresses, including apartment and suite numbers (if that applies)
- Facility name, provider's name and provider's phone number
- Reason for appointments
- Date and time of appointments
- When you need to arrive. This may be the day before your scheduled appointment
- How long you need to stay
- If you will have a mobility device or personal care attendant
- The type of transportation you are requesting (such as vehicle transport, air travel or mileage reimbursement)
- A good phone number to call you back

After we review and verify the trip information, we will contact you. We will let you know whether your trip is approved or denied.

If your trip is approved, we will give you the details for your transportation. And we'll set you up with a ReliaCard for reimbursement. To estimate your travel time and mileage between your home and your appointment, we use online map programs like Google Maps.

Sometimes, out-of-area transportation includes combining reimbursement and vehicle-provided rides, depending on your situation. We may be able to provide funds for meal and lodging stipends)reimbursement for you and an attendant—someone who goes

with you. Let us know if you need funds for meals or lodging when you call about out-of-area travel. See the reimbursement process on pages 22-24 to learn more.

Meal reimbursement

In some cases, we may be able to provide meal funds to help you cover your meal expenses when you travel to health services. Meals are usually approved when you travel outside your local area. We may approve meals in other cases, too.

We may offer funds for meals if your travel takes four or more hours for the full round-trip travel time. Your travel must also span the following meal times:

- Breakfast : Travel begins before 6 a.m.
- Lunch : Travel spans the entire period from 11:30 a.m. to 1:30 p.m.
- Dinner : Travel ends after 6:30 p.m.

Meals are reimbursed at these rates for members (and attendants, if applicable):

- Full day \$34.00 per day
- Breakfast \$9
- Lunch \$10
- Dinner \$15

The meal reimbursement or funds are a set amount. You do not need to give us receipts for a meal.

Note: You must let us know when you call in to request a ride or mileage reimbursement that you would like help with meal costs. If you are going

to a facility that gives you meals, you are not eligible for meal reimbursement.

Lodging reimbursement

In some cases, we may be able to help with lodging costs. Lodging is usually approved when you travel outside your local area to health care services. We may approve lodging in other cases, too.

The lodging allowance is \$110 per night. We reimburse lodging for attendants only if they have a separate room from you. You are responsible for any costs over \$110. Please plan accordingly if you are approved for lodging reimbursement.

To be eligible for lodging reimbursement:

- You must start traveling before 5 a.m. to make your appointment, or you would return home from your appointment later than 9 p.m.

OR

- Your provider must inform us, in writing, that you have a medical need.

In either case, you must provide the name and address of the place where you will be staying.

To estimate your travel time and mileage between your home and your appointment, we use online map programs like Google Maps.

To receive lodging reimbursement:

- You must mail a copy of the receipt from your lodging. Please keep the original receipt.

- We must receive your receipt within 45 calendar days of your appointment.
- The name of the member going to the appointment must be on the receipt.

If you stay with a friend or family member who lives close to your appointment:

- We may reimburse you for mileage up to 20 miles, each way, from their home to your appointment.
- We will not reimburse you for lodging.
- When you call us to ask for this type of mileage reimbursement, we will need the address of where you will stay.

If you, or the member you are calling on behalf of, cannot afford the rest of the costs, call Columbia Pacific and ask about your options.

Traveling with an attendant

We will reimburse meals or lodging for one attendant (someone who goes with you). This can include parents or other people helping members. We reimburse members for attendants going with them when:

- The member is a minor who can't travel without someone else
- The member has a signed note from their provider explaining why an attendant must travel with them
- For mental or physical reasons, the member can't get to their appointment without help
- The member can't get home after their appointment, treatment or service without help

In certain situations, we may decide to reimburse meals or lodging for more than one attendant, or for reasons other than those shown above. If you and/or your attendant can not afford to pay for your meals and lodging before the trip, please let us know. We will find the best option for you.

Emergencies

If you experience a medical emergency, please call 911 or have someone take you to the nearest emergency room. NW Rides does not provide emergency transportation. NW Rides also cannot reimburse you for driving to the hospital for emergency care.

If you have an emergency during your ride, please notify your driver. Your driver can call 911.

Driver screening and vehicle safety

We screen our drivers. We do criminal background checks and screening to make sure they can work for federal programs. They are subject to specific hiring requirements, including having a driver's license with the correct endorsements, if needed. Drivers and vehicles must meet local, state, and federal transportation laws.

Transportation services are provided only in vehicles that meet certain safety and comfort standards. They offer features such as safety belts, fire extinguishers and first aid kits. Vehicles that can transport wheelchairs or stretchers must have equipment to secure members. The vehicles are smoke-free, sanitized, cleaned, free of trash and meet all local license and permit requirements. This ensures member safety and disability rights are

met. Vehicles that can transport wheelchairs or stretchers must have all necessary equipment to secure members.

All vehicles must include the following safety equipment:

- Safety (seat) belts
- First aid kit
- Fire extinguisher
- Roadside reflective or warning devices
- Flashlight
- Tire traction devices when appropriate, such as chains or snow tires
- Disposable gloves

Vehicles must also have additional equipment:

- Side and rearview mirrors
- Horn
- Heating, air conditioning, and ventilation systems
- Working turn signals, headlights, taillights and windshield wipers

Call NW Rides if you have a concern about a driver or vehicle.

Adverse weather plan

We have a plan to serve you if you need critical medical care during extreme weather. Critical medical care includes kidney dialysis, chemotherapy infusions and more. Adverse (very bad) weather includes extreme heat, extreme cold, flooding, tornado warnings, heavy snow, icy roads and more.

If conditions are unsafe or we have limited capacity available, we may limit trips. We will focus on critical medical care. Trips to routine appointments may be cancelled.

Your rights and responsibilities

NW Rides passengers have the right to:

- Receive safe and reliable transportation that meets your needs
- Receive interpretation services
- Get materials in the language or format that meets your needs
- Not be discriminated against by NW Rides drivers, staff or other passengers
- Bring a service animal or personal care attendant as needed. Please tell the call center you plan to bring an attendant or service animal with you.
- Bring along a few items if needed, but not too many. For example, you might bring:
 - Three grocery bags, or
 - One box of food, or
 - Two carry-on items
- Be transported in the mobility device of your choosing (like a scooter)
- Ask for help with seatbelts or a seatbelt extender
- Get service in a timely manner
- Share compliments or file grievances about your service
- Submit an appeal, ask for a hearing, or both if you feel service was denied unfairly. See page 50 for details.

- Get a written notice when a trip is denied

We expect NW Rides passengers to:

- Show respect to all NW Rides staff, drivers and other passengers
- Keep track of your belongings during a ride. Don't leave your things in a NW Rides vehicle during your appointment, even if you think the same vehicle will be used for your return trip. Check the seats and floor before exiting to make sure your belongings are removed.
- Make changes to a trip or cancel a trip before the trip. To do this, please call NW Rides at 503-861-0657 or 888-793-0439 as far in advance as you can.
- Ask for additional stops in advance with NW Rides. This includes pharmacy stops. Drivers are only allowed to make stops that have been approved.
- Be ready for your pick-up at the time NW Rides gives you. When you're on time for the pickup, it helps the driver get you to your appointment on time. It also helps drivers stay on time for their other rides.
- Agree not to be under the influence of or take drugs or alcohol during trips
- Agree not to smoke or vape in or near NW Rides vehicles or drivers. Please stay at least 25 feet from the vehicle if you do smoke or vape.
- Agree not to engage in illegal activity in or near NW Rides vehicles or drivers, or other members
- Wear a seat belt, which is an Oregon law
- Agree to comply with additional rules in a public health emergency, such as wearing a mask

- Never abuse or intimidate drivers or other passengers. This is not allowed in any case.
- Not engage in behavior that discriminates against drivers, other passengers or any NW Rides staff or drivers
- Agree to always keep service animals under control. Service animals are not permitted on passenger seats.
- Bring the correct size child safety seat for any child traveling with you. You will install the seat and secure the child in the seat. Please remove the child safety seat from the vehicle at the end of each trip. Refer to “Children age 12 and under” (page 35) on when safety seats are required.
- Keep food or drinks in closed containers, and not consume them inside a NW Rides vehicle. You may be allowed a small snack if you need it to manage a health condition.
- Plan ahead and bring along food (for eating during stops) and medication as needed for long trips or unexpected delays
- Give correct information to NW Rides and our transportation providers. This will improve the service you receive.
- Agree not to give drivers tips or gifts.

Service modifications

Some members have special conditions or needs. These can include physical or behavioral health disabilities. We will adjust NEMT services to meet the rules in OAR 410-141-3955. This is called a service modification. A service modification is a change to your transportation services made by NW Rides. This may be short- or long-term, depending on your situation.

We will also adjust services for riders who have a health condition or who show behaviors that pose a direct threat or safety risk to the driver or others on the trip.

Safety risks include behaviors such as:

- Threatening the driver
- Threatening others in the vehicle
- Creating a situation that puts anyone in the vehicle at risk of harm

Riders who misuse the service may also get a service modification.

Services may also be modified when a rider’s behavior results in health care providers refusing services based on transportation issues. Or, services may be modified if you frequently cancel or no show on the date of your trips.

If you get a service modification, you will be notified in writing, and we will work with you. We will find other options to help you get to your health care. Service modifications can include needing a specific transportation provider, using public transit instead of vehicle rides, confirming trips in advance, traveling with a personal care attendant (PCA), etc.

Billing

Neither we nor Columbia Pacific CCO may bill you for transport to or from covered medical services, even if we aren’t reimbursed by the Oregon Health Authority (OHA) for those services. If you receive a bill, please call us or Columbia Pacific immediately.

Overpayments

Sometimes, we might pay you more than what we should have. This is called an overpayment. This can happen when:

- We reimburse you, but another agency or resource has already reimbursed you
- Whoever provided your ride, meals or lodging was paid directly, but you were reimbursed for it, too
- We pay you for your travel to an appointment, but you:
 - Don't use the money
 - Don't go to the appointment
 - Don't use the money for the intended purpose
 - Share a ride with another member who was also reimbursed
- We give you public transit passes and you sell or transfer them to someone else

If one of these overpayments happen, we are allowed to collect the overpaid money from you.

Grievances, feedback, denials and appeals

Grievances and feedback

Columbia Pacific CCO's health care and transportation providers want to give you the best possible care. Do you have a complaint about any part of your trip services? You can call or write to tell us or Columbia Pacific about it.

You have the right to file a grievance about any aspect of our services, processes or trips. A grievance means you are not happy with the service.. Our team will work to address your concerns.

Grievances can be about things such as, but not limited to:

- Being denied a service
- Driver or vehicle safety
- The quality of service you received
- A rude driver or staff member
- Whether you received the appropriate type of service
- Your access to services
- Your rights as a consumer

Your NEMT services will not be negatively impacted if you file a grievance. It is important that we hear grievances so that we can provide quality services.

You can file a grievance by calling NW Rides during regular business hours. We also welcome other feedback.

Within five business days of NW Rides receiving your grievance, we will send you a written resolution (decision) or a letter explaining we need more time to look into your issue.

We will provide a final answer to you within 30 calendar days.

Do you need help completing forms or knowing how to proceed?

Columbia Pacific can help. Call its Customer Service team at 503-488-2822, toll-free 855-722-8206 or TTY 711.

You may also:

- Contact your provider directly to talk about your concerns

- File a complaint with OHP Client Services. Call OHP toll-free at 800-273-0557
- File a complaint with the Oregon Health Authority Ombudsman. Call the OHA toll-free at 877-642-0450 or TTY 711.

Your authorized representative (someone you have OK'd to act for you) may file a grievance on your behalf. You may need to tell NW Rides that you're letting an authorized representative file a grievance. You can do this by writing or calling to let us know.

Neither we nor Columbia Pacific will stop you from making complaints or grievances that you've made before. We also will not stop you from filing or submitting the same complaint or grievance to us and to Columbia Pacific.

NW Rides, its contractors, subcontractors, and participating providers cannot:

- Stop a member from using any part of the complaint and appeal system process or take punitive action against a provider who asks for an expedited result or supports a member's appeal
- Encourage the withdrawal of a complaint, appeal or hearing already filed
- Use the filing or result of a complaint, appeal or hearing as a reason to react against a member or to request member disenrollment

Denials and appeals

If you feel you have been denied service unfairly, you have the right to an appeal, a hearing or both. If you are denied a service, we will tell you verbally why the request was denied. We will also send you a Notice of

Adverse Benefit Determination (NOABD) letter. Before mailing an NOABD to you, we must provide a secondary review by another employee when the initial screener denies a trip.

Within 72 hours of denial, NW Rides will mail an NOABD letter to you. For reimbursement requests, the NOABD letter will be mailed within 14 days of the denial. We will also send a copy to the provider or other third party with whom you had scheduled an appointment, if they scheduled the trip for you. You can find more information about your rights in the section about rights and responsibilities on pages 44-47. Or, there is more information in your Member Handbook.

You should always try to resolve concerns through us directly. However, if we can't do so, you may contact Columbia Pacific Customer Service at 855-722-8206, or Oregon Health Authority Member Services at 800-273-0557.

If we deny, stop or reduce NEMT services that you asked for, or that your health care provider asked for on your behalf, we will mail you a NOABD letter within 72 hours (14 days for reimbursement requests), or as soon as possible before the change happens. The notice will tell you why we made that decision.

The letter will explain how to appeal the decision, if you want to. Follow the instructions on the NOABD letter to start the appeal process through Columbia Pacific. You must submit the appeal within 60 days from the date on the NOABD letter. You also have the right to request your appeal be expedited (done faster). To support your appeal, you have the right to give information and testimony (evidence) in person or in writing. You can

also make legal arguments and give facts in person or in writing. You will need to do this within the appeal filing timelines.

If you choose to file an appeal, health care professionals with clinical or program expertise on the situation will review it. Columbia Pacific will mail you a Notice of Appeal Resolution (NOAR) as quickly as your health condition requires. They will mail it no later than 16 days after the date of your request. If Columbia Pacific needs more time, they will send you a letter. They can have up to 14 more days.

If Columbia Pacific does not process your appeal within 16 days or by the extended appeal timeframe, this means that the appeal process has run out. You can then file for an administrative hearing. You can also request a hearing if you are unhappy with Columbia Pacific's appeal decision.

You don't have to file your own grievance or your own appeal. If you wish, an authorized (approved) representative can file one for you.

You can keep getting a service that already started before our decision to deny, stop or reduce it.

For more information about Grievance and Appeal systems, policies and procedures, please call Columbia Pacific:

Phone: 503-488-2822

Toll-free: 855-722-8206 or TTY 711

You can also get free legal help through Legal Aid Services Oregon Law Center. Contact the Public Benefits Hotline at 800-520-5292 or TTY 711 for more information.

Reporting fraud, waste and abuse

NW Rides supports Columbia Pacific in making sure that health care dollars are spent helping our members be healthy and well. We need your help to do that.

If you think fraud, waste or abuse has happened, report it as soon as you can. You can report it anonymously. Whistleblower laws protect people who report fraud, waste and abuse. You will not lose access to NEMT if you make a report. It is illegal to harass, threaten or discriminate against someone who reports fraud, waste or abuse.

Medicaid fraud is against the law and NW Rides takes this seriously.

Some examples of fraud, waste and abuse by a provider could be:

- A transportation provider charging you for a service covered by NW Rides
- A transportation provider using an unapproved vehicle or driver for your trip

Some examples of fraud, waste and abuse by a member could be:

- Being paid for mileage while also accepting a vehicle-provided ride
- Using NEMT services to access non-covered services
- Submitting inaccurate documents for reimbursement

NW Rides is committed to preventing fraud, waste and abuse. We will follow all related laws, including the state's False Claims Act and the Federal False Claims Act.

How to make a report of fraud, waste and abuse

Contact Columbia Pacific directly. Call, fax, submit on-line or write directly:

Phone: 855-722-8206 or TTY 711

Fax: 503-815-2834

Email: customerservice@careoregon.org

Columbia Pacific

Attn: FWA

315 SW Fifth Ave

Portland, OR 97204

If you wish, you can also make an anonymous report by calling Ethics Point at 888-331-6524 or filing a report at ethicspoint.com

OR

Report member fraud, waste and abuse by calling, faxing or writing to:

ODHS Fraud Investigation Unit

P.O. Box 14150

Salem, OR 97309

Hotline: 888-FRAUD01 (888-372-8301)

Fax: 503-373-1525 Attn: Hotline

Website: oregon.gov/odhs/financial-recovery/Pages/fraud.aspx

OR (specific to providers)

OHA Office of Program Integrity (OPI)

500 Summer St. NE E-36

Salem, OR 97301

Hotline: 888-FRAUD01 (888-372-8301)

Secure email: OPI.Referrals@oha.oregon.gov

Website: oregon.gov/oha/FOD/PIAU/Pages/Report-Fraud.aspx

OR

Medicaid Fraud Control Unit (MFCU)

Oregon Department of Justice

100 SW Market Street

Portland, OR 97201

Phone: 971-673-1880

Fax: 971-673-1890

To report fraud online: oregon.gov/dhs/abuse/Pages/fraud-reporting.aspx



Columbia Pacific CCO™

Part of the CareOregon Family



503-861-0657 or toll-free 888-793-0439

8 a.m. to 5 p.m. Monday through Friday

nwconnector.org/nw-rides

OHP-CPC-25-8396

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