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Date: May 11, 2023

To: Non-emergent medical transportation (NEMT) providers

From: Dave Inbody, CCO Operations director
Nathan Roberts, Hospital and Professional Services Policy manager

Subject: Private commercial transportation options permitted beyond the COVID-19 Public Health Emergency (PHE)

Brokerages can continue to [allow Oregon Medicaid members to use private commercial transportation options](#), including taxicab companies and transportation network companies (TNCs) like Uber and Lyft. If their brokerage chooses to pursue this option, members can hail rides from these services and request reimbursement directly from the brokerage; or the brokerage can arrange and pay for these rides.

The Oregon Health Authority (OHA) is allowing this option to continue for 90 days past the May 11, 2023, end of the PHE. OHA will finalize permanent guidance on the use of TNCs by August 11, 2023, when this 90-day period ends.

Why is this happening?

OHA recognizes the challenges provider networks have faced due to COVID-19. Continuing this option will provide support to NEMT provider networks in Oregon.

What should you do?

Screen members for primary options, including driving themselves, or having family members drive them.

- Explain to members that they can use a taxicab or TNC if other options are not timely.
- Verify that the appointment is for a Medicaid-covered service.
- Approve the member to hail the TNC or taxicab, if that option is the least costly, most appropriate mode of transportation available.

For approved TNC or taxi rides, arrange and pay for the ride so that the member does not have to pay. If this is not possible:

- Explain to the member that after taking the ride, they should submit receipts and other necessary paperwork to the brokerage to request reimbursement as outlined in Oregon Administrative Rule (OAR) 410-136-3240(2) and OAR 410-141-3960(4).
- Reimburse members for these rides, following the same process used for client gas reimbursement.

Questions?

- **FFS brokerages:** Please contact [Michelle Meuwissen](#) (541-551-4973).
- **CCO brokerages:** Please contact [the member's CCO](#).

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.