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# Medical Ride Payment Guide

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# CONTACT INFORMATION

Hours of Operation:

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

Telephone:

1-888-793-0439

Fax:

Website:

[www.nwconnector.org/nwrides](http://www.nwconnector.org/nwrides)

Mailing Address:

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

## Program Overview

Columbia Pacific Coordinated Care Organization (CPCCO) gives free rides to health care appointments for Oregon Health Plan (OHP) clients, also called Non-Emergent Medical Transportation (NEMT). 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 pays a travel allowance to 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 CPCCO's ride brokerage, NWR has many ride services. If NWR has a more cost-effective or more appropriate ride, like a common carrier (bus or a shared ride through one of our contracted transportation providers), we will offer that in place of the travel reimbursement.

This program guide covers some rules you need to follow to get paid back for travel expenses. The Medicaid NEMT Oregon Administrative Rules (OARs) are available at your DHS office or online at: <https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=86122>.

### Step 1: Plan for your Travel

Travel reimbursements can help with mileage, meals, or lodging for medical, dental and mental health visits.

Your trip must be **approved by** NWR at least 2 days before you travel to your medical visit. You must prove that you went to the appointment using a Medical Visit Verification form within 45 days after your trip is completed.

Note: Approvals for short-notice visits (less than 2 days) are made on a case-by-case basis for urgent medical needs. NWR will confirm with medical staff your need to be seen on short notice before approving short-notice requests.

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

### Step 2: Get your Transportation Approved

NWR must approve all transportation reimbursement requests before the day of

the medical service. Trips that are not approved before the visit are not eligible for reimbursement.

Call NWR at least 2 days before your travel with the following information to request trip approval:

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

When you call NWR to get your trip approved, let us know if you want help with the cost of your meals or lodging.

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

If you are going to need payment for meals or lodging, tell NWR at the time your ride is scheduled. Any requests for meals or lodging reimbursements after the trip may not be approved.

Approvals for short-notice visits (less than 2 days) are made on a case-by-case basis for urgent medical need. NWR will check with medical staff whether you need to be seen on short notice before approving 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: Prove your Visit**

According to Oregon Administrative Rules, NWR must check that you received covered medical services before we can pay you back for travel costs. We must receive your proof of visit within 45 days following your visit to be considered.

There are two ways to prove your visits:

## 1) Medical Visit Verification Form

### ■ Get a Medical Visit Verification form

- Call NWR
- Request it from Columbia Pacific CCO
- Download it from the NWR website at:  
[www.nwconnector.org/nwrides](http://www.nwconnector.org/nwrides)

### ■ Complete the form

- Complete one (1) section for each medical visit.
- Make sure each section is complete and clear. NWR cannot process incomplete or unreadable forms.

### ■ Submit the form

- You, or the medical provider you are seeing, must return 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 Letter

All proofs that are written on a medical providers' professional letterhead must contain the following information:

- Your first and last name
- Your current mailing address
- Your Oregon Health ID (prime) number
- The date and time of your visit
- The length of your visit
- The reason for your visit
- The signature and phone number of an authorized medical professional or representative where you were seen.

## Mileage Reimbursement Information

If you provide your own ride, or have someone drive you to and from covered medical visits, we can help pay for gas. The current mileage reimbursement rate

is twenty-five cents (\$0.25) per mile and is based on 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.

When someone else drives you to and from your medical visits, we can repay you directly. You must pass the payment on to the person who gave you your ride.

## Meal Reimbursement Information

Sometimes clients need to travel outside of their local area to a covered medical service. If you meet special requirements, you may get help with your meals when traveling for required medical visits.

To get help with meals, your travel must take you out of your local area for four (4) or more hours. Meal reimbursements may be issued if you are out of your local area 4 or more hours and:

- **Breakfast allowance** – \$3.00 –travel must begin before 6 a.m.
- **Lunch allowance** – \$3.50 –travel must span the entire period from 11:30 am through 1:30 p.m.
- **Dinner allowance** – \$5.50 – travel must end after 6:30 p.m.

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

**Please note:** You cannot get paid back for a meal 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 \$40.00 per night. When your lodging expenses are less than \$40.00, we will reimburse you 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 repayment:

- 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 additional mileage for up to twenty (20) miles each way. When you call us to pre-approve 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.*

## Reimbursement Checklist

- ✓ Get approval before you travel: Call NWR as soon as you make a medical appointment or at least 2 days **before** your appointment to request approval 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 give written proof 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 pre-approved lodging costs, mail in your **original** receipts within 45 days following your medical visit.

## Common Questions & Answers

**Question:** I am the parent or guardian of a minor (0-18yrs old). Can my child get mileage, meals, and lodging? How do I receive those funds?

**Answer:** Yes, as the parent or guardian of a minor, you can submit mileage, meals, and lodging expenses for your child when your child attends a covered Medicaid medical service.

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

**Answer:** NWR processes payments for mileage, meals, and lodging every week. We will not pay until we have proof of the visit. Expect to receive your reimbursement 7 to 14 days after NWR receives proof of your visit.

**Question:** Do I need to provide receipts for my meals to receive my meal costs?

**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