



# Reimbursement Guide

Updated January 1, 2024

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

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

*[nwconnector.org/nw-rides](http://nwconnector.org/nw-rides)*

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## Language and format support

### English

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 888-793-0439 or TTY 711. We accept relay calls. You can get help from a certified and qualified health care interpreter.

### Spanish

Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 888-793-0439 o TTY 711. Aceptamos todas las llamadas de retransmisión. Usted puede obtener ayuda de un intérprete certificado y calificado en atención de salud.

## Contact information and office hours

### Call us

**Local:** 503-861-0657

**Toll-free:** 888-793-0439

**TTY:** 711

**Fax (for provider use):** 503-815-2834

### Office hours

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

## Website

[nwconnector.org/nw-rides](http://nwconnector.org/nw-rides)

## Mailing address

NW Rides  
3600 3rd St, Suite B  
Tillamook, Oregon 97141

## Program overview

Columbia Pacific CCO provides Oregon Health Plan (OHP) members a non-emergent medical transportation (NEMT) benefit. Do you need help getting to non-emergency medical, dental and mental health visits? This benefit can assist with that.

We offer three types of help with transportation: public transit; reimbursement; and vehicle-provided rides. This guide explains reimbursement.

## Reimbursement

We reimburse, or pay you, a per-mile rate after you drive to a health care appointment that we approve in advance. We also pay this rate when you get a ride from a friend or relative.

We may also reimburse for travel expenses for eligible health care services outside of Clatsop, Columbia and Tillamook counties. This is called “out of area.”

We must approve an out-of-area trip before you go to the appointment. In some cases, you may qualify for help with mileage, meals and lodging.

## About this guide

This guide explains some of the rules and steps you must follow to take part in the reimbursement program. The rules are fully explained in “Member Reimbursed Mileage, Meals, and Lodging” in the Oregon Administrative Rules: [link.careoregon.org/reimbursement-oar](http://link.careoregon.org/reimbursement-oar)

You can view the full set of “Medical Transportation Services” rules at your Department of Human Services (DHS) office or on the Secretary of State website: [link.careoregon.org/transportation-oar](http://link.careoregon.org/transportation-oar)

The rules that relate to non-emergent medical transportation (NEMT) are OAR 410-141-3920 through 410-141-3965.

### Step 1: Get a ReliaCard

The first time you request reimbursement, we will create your account for a ReliaCard. A ReliaCard is a U.S. Bank pre-paid debit card. You can use it wherever Visa is accepted. We will mail you your card. It could take seven to 10 business days to arrive.

The ReliaCard will come in an unmarked envelope from U.S. Bank. 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 sent with the card. You must let NW Rides know after you have activated the card. Cards do not come pre-loaded with funds. NW Rides will load the card after it's activated and your funds are approved.

For more information about the ReliaCard, see page 11.

## Step 2: Call us at NW Rides to schedule your trip

If you or someone you know can drive you to your health care appointments, NW Rides can reimburse you for that mileage. **Note the 45-day deadline explained in Step 4.**

When you call us, please be ready with this information:

- Date and time of your appointment.
- Name, address and phone number of the provider you're seeing.
- Purpose of the visit.
- Type of funds you are requesting: mileage, meals, lodging. You must request help with meals and lodging, if needed, at the same time as you ask for your trip to be scheduled.
- Personal attendant details, if you require one.

It's important to plan ahead for your reimbursement. Whenever possible, call at least two business days before your appointment. You may call up to 90 days before your appointment. We must approve your trip before you go.

**Note:** You have the right to request a same-day or next-day trip.

## Step 3: Bring an appointment verification form to your health care appointment

The state requires us to confirm that you went to the covered health care service before we reimburse you. Ask the provider's office staff to sign the appointment verification form.

You can get a verification form in four ways:

1. Print it from [nwconnector.org/nw-rides](http://nwconnector.org/nw-rides)

2. Call us toll-free at 888-793-0439 and ask us to mail you a form.
3. Ask us to fax the form to your provider's office.
4. Ask us to email you the form.

#### **Step 4: Send us the original, fully completed appointment verification form before the deadline**

We must receive your verification form and any required receipts within 45 calendar days of your appointment. We will verify that you were seen and treated.

For us to reimburse you, the form must be signed by the provider office and include all required information. Please double-check your form before sending it in.

**Important:** We cannot reimburse you if we receive your verification form and any required receipts more than 45 days after your visit.

You may mail the form to us.

**Mailing address:** NW Rides, 3600 3rd St, Suite B  
Tillamook, Oregon 97141

You may email the form to us.

**Email address:** [nwrides@tillamookbus.com](mailto:nwrides@tillamookbus.com)

Or you can ask your provider's office to fax it.

**NW Rides fax:** 503-815-2834

If your provider faxes the form, they need to include a cover sheet with their facility letterhead and your appointment information. Please have the provider include your name and Member ID on the cover sheet.

## Step 5: 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.

## Step 6: Get reimbursed

After we verify your appointment, we will load your reimbursement funds onto your issued ReliaCard. We will do this within 14 business days of receiving your completed form.

## About mileage reimbursement

When someone else drives you to and from appointments, we pay **you** the reimbursement funds. You're responsible for giving the money to the person who gave you the ride.

The mileage reimbursement rate is 44 cents per mile. We determine mileage using the distance from your starting address to your appointment, and then back to your starting location.



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 accommodate 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.

## About meal reimbursement

At some point, you may need a Columbia Pacific CCO-covered service that is not available within Clatsop, Columbia or Tillamook counties. This is called “out of area.”

In some cases, we may be able to provide meal stipends for out-of-area health services. A stipend or allowance is a certain dollar amount to help you cover your expenses.

### **We may offer stipends for meals if your out-of-area health care:**

- Includes travel of more than 30 minutes or 30 miles (if you live in an urban area)

**OR**

- Includes travel of more than 60 minutes or 60 miles (if you live in a rural area).

**AND**

- Takes four or more hours for the full round-trip travel time.

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

- Breakfast (\$11): Travel begins before 6 a.m.

- Lunch (\$11): Travel spans the entire period from 11:30 a.m. to 1:30 p.m.
- Dinner (\$11): Travel ends after 6:30 p.m.

The meal stipends 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 a meal stipend.

## About lodging reimbursement

We may be able to help with lodging costs when you need out-of-area health care services.

The lodging allowance is \$98 per night. We reimburse lodging for attendants only if they have a separate room from you. You are responsible for any costs over \$98. 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 and MapQuest.

**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 out-of-area appointment:**

- We may reimburse you for 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.

## **About out-of-area trips**

We have a process for reviewing requests for travel expenses for health care appointments outside of Clatsop, Columbia or Tillamook counties.

As soon as you schedule a health care appointment that is out of the area, please call NW Rides to give us 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 we approve your out-of-area appointment, we then need time to schedule the necessary pieces of your trip.

## Reimbursement checklist

- Get approval from us before you travel. Please call at least two business days before your health care appointment to request funds for mileage, meals or lodging. You may schedule up to 90 days in advance.
- Take an appointment verification form with you to your appointment. Make sure it's filled out and signed while you are at the provider's office.
- Or**, ask your provider to write a letter on their letterhead. The letter must include all the required appointment information.
- Send us your appointment verification form or ask your provider to fax us the form or a letter so that it is in our hands within 45 calendar days of your appointment. You may also email the form to us at [nwrides@tillamookbus.com](mailto:nwrides@tillamookbus.com)
- If we gave you advance approval for lodging, make sure we receive a copy of your lodging receipt within 45 calendar days of your appointment. Keep the original receipts.

## Reimbursement funds

As mentioned in Step 1, we use the ReliaCard, offered through U.S. Bank, to reimburse members after appointments.

Within 14 business days of when we receive your appointment verification form, funds will be loaded onto your ReliaCard. We may add reimbursements to your ReliaCard after the amount due has reached \$10 or more.

Want to check the dollar amount on your ReliaCard? Here are two ways:

- Call the ReliaCard Customer Service line toll-free at 855-282-6161
- Visit the ReliaCard website: [usbankreliacard.com](http://usbankreliacard.com)

If you need a reimbursement method other than a ReliaCard, please contact NW Rides and ask for an accommodation.

## Foster parents and children

Because children in foster care may move frequently between foster homes, foster parents may be able to receive mileage reimbursement funds another way. Ask us if the ReliaCard doesn't work for you.

## Common questions

**Q:** I am the parent or guardian of a minor (0 to 17 years). Am I eligible for mileage, meals and lodging when I travel with them for covered medical services?

**A:** Yes. As the parent or guardian of a minor, you may receive mileage, meals and lodging funds for you and your child when you travel together to your child's appointments.

**Q:** How often are payments processed?

**A:** Reimbursement requests for mileage, meals and lodging are processed weekly. Payments are made after we confirm the visit and receive the required forms and receipts.

**Q:** When should I expect payments?

**A:** Expect to receive your funds no later than 14 business days after we receive your appointment verification form. However, if your reimbursement is less than \$10, we may wait until you are due at least \$10.

**Q:** Do I need to provide receipts for my approved meals?

**A:** No. After your appointments have been verified, your meal stipend will be processed and loaded onto your ReliaCard.

**Q:** What if I lose my ReliaCard?

**A:** Call us and ask for a new card if your card is lost, damaged or stolen. We will order a new card for you.

**Q:** Who do I ask if I have more questions?

**A:** NW Rides! Call us at 503-861-0657 or toll-free at 888-793-0439. TTY 711. Our business hours are 8 a.m. to 5 p.m. Monday through Friday.



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