



# Reimbursement Guide

Updated January 1, 2025

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 handbook 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.

## Russian

Вы можете получить это документ на другом языке, напечатанное крупным шрифтом, шрифтом Брайля или в предпочитаемом вами формате. Вы также можете запросить услуги переводчика. Эта помощь предоставляется бесплатно. Звоните по тел. 888-793-0439 или TTY 711. Мы принимаем звонки по линии трансляционной связи. Вы можете получить помощь от аккредитованного и квалифицированного медицинского переводчика.

## Vietnamese

Quý vị có thể nhận 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 được thông dịch viên hỗ trợ. Sự trợ giúp này là miễn phí. Gọi 888-793-0439 hoặc TTY (Đường dây Dành cho Người Khiếm thính hoặc Khuyết tật về Phát âm) 711. Chúng tôi chấp nhận các cuộc gọi chuyển tiếp. Quý vị có thể nhận được sự giúp đỡ từ một thông dịch viên có chứng nhận và đủ tiêu chuẩn chuyên về chăm sóc sức khỏe.

## Arabic

يمكنكم الحصول على هذا وثيقة بلغات أخرى، أو مطبوعة بخط كبير، أو مطبوعة على طريقة برايل أو حسب الصيغة المفضلة لديكم. كما يمكنكم طلب مترجم شفهي. إن هذه المساعدة مجانية. اتصلو على 888-793-0439 أو المبرقة الكاتبة 711. نستقبل المكالمات المحولة. يمكنكم الحصول على المساعدة من مترجم معتمد ومؤهل في مجال الرعاية الصحية.

## Somali

Waxaad heli kartaa warqadan oo ku qoran luqaddo kale, far waaweyn, farta dadka indhaha aan qabin wax ku akhriyaan ee Braille ama qaabka aad doorbidayso. Waxaad sidoo kale codsan kartaa turjubaan. Taageeradani waa lacag la'aan. Wac 888-793-0439 ama TTY 711. Waa aqbalnaa wicitaanada gudbinta. Waxaad caawimaad ka heli kartaa turjubaanka daryeelka caafimaadka oo xirfad leh isla markaana la aqoonsan yahay.

## Simplified Chinese

您可获取本文件的其他语言版、大字版、盲文版或您偏好的格式版本。您还可要求提供口译员服务。本帮助免费。致电888-793-0439 或TTY 711。我们会接听所有的转接来电。您可以从经过认证且合格的医疗口语翻译人员那里获得帮助。

## Traditional Chinese

您可獲得本**信息**函的其他語言版本、大字版、盲文版或您偏好的格式。您也可申請口譯員。以上協助均為免費。請致電888-793-0439 或聽障專線 711。我們接受所有傳譯電話。您可透過經認證的合格醫療保健口譯員取得協助。

## Korean

이문서은 다른 언어, 큰 활자, 점자 또는 선호하는 형식으로 받아보실 수 있습니다. 통역사를 요청하실 수도 있습니다. 무료 지원해 드립니다. 888-793-0439 또는 TTY 711에 전화하십시오. 저희는 중계 전화를 받습니다. 공인 및 자격을 갖춘 의료서비스 전문 통역사의 도움을 받으실 수 있습니다.

## Romanian

Puteti obtine aceasta scrisoare in alte limbi, cu scris cu litere majuscule, in Braille sau intr-un format preferat. De asemenea, puteti solicita un interpret. Aceste servicii de asistenta sunt gratuite. Sunati la 888-793-0439 sau TTY 711. Acceptam apeluri adaptate persoanelor surdomute.

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Puteti obtine ajutor din partea unui interpret de ingrijire medicala certificat si calificat.

### Chuukese

En mi tongeni angei ei taropwe non pwan ew fosun fenu, mese watte mak, Braille ika pwan ew format ke mwochen. En mi tongeni pwan tingor emon chon chiaku Ei aninis ese fokkun pwan kamo. Kokori 888-793-0439 ika TTY 711. Kich mi etiwa ekkewe keken relay. En mi tongeni kopwe angei aninis seni emon mi certified ika qualified ren chon chiaku ren health care.

### Amheric

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### Burmese





می‌توانید این نامه را به زبان‌های دیگر، درشت‌خط، بریل یا قالب ترجیحی دیگری دریافت کنید. 888-793-0439 یا TTY 711 را می‌پذیریم. تماس بگیرید. تماس‌های رله را می‌پذیریم.

می‌توانید از یک مترجم شفاهی دارای گواهی و باکفایت در زمینه بهداشت و

## Ukrainian

Ви можете отримати цей довідник іншими мовами, крупним шрифтом, шрифтом Брайля або у форматі, якому ви надаєте перевагу. Ви також можете попросити надати послуги перекладача. Ця допомога є безкоштовною. Дзвоніть по номеру телефону 888-793-0439 або телетайпу 711. Ми приймаємо всі дзвінки, які на нас переводять. Ви можете отримати допомогу від сертифікованого та кваліфікованого медичного перекладача.

## 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

**Office 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.

**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.

## Website

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

## Mailing address

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

## Program overview

NW Rides provides free non emergent (not for an emergency) medical transportation, or NEMT. NEMT is a benefit for eligible Columbia Pacific members. 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. 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.

For more information about other NEMT services, please refer to the NW Rides Rider's Guide.

## Reimbursement

We reimburse, or pay you, a per-mile rate for miles driven to your a health care appointment that we approve in advance. You can drive yourself. Or someone else can drive you.

We will reimburse you within 14 days of receiving your request and any required documents. If we deny your reimbursement request, we will issue a Notice of Adverse Benefit Determination (denial letter) within 14 days. If your reimbursement request is incomplete, we may take up to 14 additional days to help you with the request.

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." Columbia Pacific CCO's service area is Clatsop, Columbia and Tillamook counties.

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](https://www.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](https://www.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 8.

## 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, such as mileage, meals and lodging. Meals and lodging funds are approved for out of area trips. 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. If you call the same day as your appointment, funds can still be approved. However, funds will not be loaded until we receive your appointment verification form.

## 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 the NW Rides website at [nwconnector.org/nw-rides](https://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.

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

## Step 6: Get reimbursed

After we verify your appointment, we will load your reimbursement funds onto your issued U.S. Bank ReliaCard®. We will do this within 14 days of receiving your completed form. We may send funds later if we need more information to verify your appointment. We will contact you if that is the case.

## 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 46 cents per mile. We determine 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 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. Reimbursement funds will be rounded to the nearest mile.



# 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 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 (\$12): 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 \$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 out-of-area 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.

## 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 Columbia Pacific CCO service 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 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.

## Traveling out of area 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 couldn'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 upfront, please let us know. We will find the best option for you.

## 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. You may also schedule for the next day or same day.
- 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 days of when we receive your appointment verification form or provider letter, funds will be loaded onto your ReliaCard. We may add reimbursements to your ReliaCard after the amount due has reached \$10 or more. The balance on the card rolls over from month to month.

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](https://usbankreliacard.com)

**If your ReliaCard goes six months without being used, it becomes inactive.** You would have to ask ReliaCard customer service to reactivate your ReliaCard before you could access funds.

**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 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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**8 a.m. to 5 p.m. Monday through Friday**  
*[nwconnector.org/nw-rides](http://nwconnector.org/nw-rides)*

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