


<b>PLAN OPERATIONS</b>	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	<b>Transportation Services</b>	Policy ID:	<b>PLANCG-56</b>
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date:	04/26/2024
	States:	Oregon	Last Review Date:	04/26/2024
	Application:	Medicaid	Effective Date:	04/27/2024

## PURPOSE

To establish the Dental Care Organization’s (DCO’s) policy on assisting enrollees in obtaining transportation services.

## POLICY

If an enrollee expresses concern about making an appointment due to transportation barriers, the enrollee should be referred to the local Non-Emergent Medical Transportation (NEMT) provider for assistance. NEMT provider contact information is available on the OHA website<sup>1</sup> or within the CCO Member Handbook.

If transportation services are not available, the Department of Health Services (DHS) caseworker or Coordinated Care Organization (CCO) can assist with making alternate arrangements.

## REFERENCES

42 CFR 438.208 Coordination and continuity of care  
 OAR 410-136-3000 Responsibility for Providing Non-emergent Medical Transportation

## FORMS AND OTHER RELATED DOCUMENTS

Non-Emergent Medical Transportation Service Map

### *Revision History*

Date:	Description
06/14/2012	Approval and adoption.
06/06/2014	Updates based on annual review.
03/12/2015	Updates based on annual review.
02/23/2016	Updates based on annual review.
02/14/2017	Updates based on annual review.
03/12/2018	Updates based on annual review.
05/20/2019	Updates based on annual review.
12/09/2019	Conversion to revised policy and procedure format and naming convention.

<sup>1</sup> <https://www.oregon.gov/oha/hsd/ohp/pages/nemt.aspx>.

12/30/2020	Updates based on annual review.
11/16/2021	Updates based on annual review.
1/18/2022	Reviewed and approved after annual review.
12/31/2022	Updates based on annual review.
11/13/2023	Updates based on annual review.
04/26/2024	Updates based on annual review.