

cascades east
transit



**Oregon Health Plan Medical Transportation
Reimbursement Guide**

JANUARY 2014 | VER. 1.1 UPDATED JANUARY 2022

TABLE OF CONTENTS

Contact Information	3
Program Overview	4
Action Step 1: Request your U.S. Bank ReliaCard debit card.....	5
Action Step 2: Plan for your travel reimbursement.	5
Action Step 3: Get your transportation authorized	5
Action Step 4: Verify your visit.....	6
Medical Visit Verification Form.....	6
Doctor’s letterhead verification	6
Mileage reimbursement information.....	6
Meal reimbursement information	7
Lodging reimbursement information	7
Reimbursement Check-list:.....	8
Questions & Answers	11
OHP Medical Visit Verification Form.....	attachment

Contact Information

Cascades East Transit

Telephone Numbers/Website:

Local: 1-541-385-8680

Toll free: 1-866-385-8680

Cascadeseasttransit.com

Operating Hours

Monday - Friday

8:00 AM to 5:00 PM

Mailing Address

343 E Antler Ave, Redmond, OR 97756

U.S. Bank Cardholder Services

Telephone Number/Website:

Toll free: 1-866-567-8643

usbankreliacard.com

Program Overview

CET manages a travel reimbursement program for clients on the Oregon Health Plan (OHP). This program provides a travel allowance to eligible Oregon Health Plan clients for mileage, meals and lodging while traveling to and from a covered Medicaid 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.

You will receive all reimbursements on a debit card called ReliaCard issued through US Bank. CET will process eligible reimbursements on a bi-weekly basis and load your funds onto your debit card. The ReliaCard works like any other debit card and is accepted at many locations. You will be able to access your funds through most ATM machines or point-of-sale locations.

There can be costs to you to use the card. Costs will depend on where you choose to access your funds. Be sure to read the information that come with your ReliaCard to learn where you can use your card for no, or little, cost to you. You can also call U.S. Bank for help with using your card.

As a Medicaid medical transportation broker, CET has access to many transportation providers and resources. Should CET identify a more cost-effective or more appropriate transport for your trip, such as common carrier (bus or a shared ride through one of our contracted transportation providers), that transport will be offered to you in place of the travel reimbursement.

This program guide covers some general rules you will need to follow in order to qualify for transportation reimbursement. The OHP (or Medicaid) Non-Emergency Medical Transportation (NEMT) Program Oregon Administrative Rules (OARs) are available at your DHS office or online at www.dhs.state.or.us/policy/healthplan/guides/medtrans/main.html.

Step 1: Request your ReliaCard debit card

Before you can start receiving mileage, meal, or lodging reimbursement, you must first request a ReliaCard debit card. To process your ReliaCard debit card request, you will need to call CET with the current information:

- First and last name
- Date of Birth
- Social Security Number
- Complete mailing address
- Telephone number

To receive reimbursement for children under 18, the card must be issued to the child's parent or guardian. Adults with guardianship or power-of-attorney (POA) over an adult with OHP benefits must provide written proof of guardianship or POA before a ReliaCard can be issued in their name.

Once your eligibility for transportation reimbursement is verified, your card will be issued. The process, from the time you make the initial request to the time you receive your card in the mail, should take about 2 weeks. You will also receive important information about the card and phone numbers to call if you have questions.

To check the balance on your card or if your card is lost or stolen contact Cardholder Services (see contact information on page 3). Keep card safe. There is a \$10 replace fee for lost cards.

Step 2: Plan for your travel reimbursement

Travel reimbursements are available to help with mileage, meals, or lodging for eligible medical visits.

To receive reimbursements, your trip must be **authorized first** with CET (at least 48 hours before you travel to your medical visit), and your medical visit must be **verified** using a Medical Visit Verification form within 45 days after your trip is completed.

Approvals for short-notice visits (less than 48 hours) are made on a case-by-case basis. CET will verify with medical staff your need to be seen on short notice before authorizing requests.

After your visit has been verified and you provide us with all receipts (including over-night lodging expenses if applicable) we will load your reimbursement funds onto your ReliaCard debit card within two weeks of processing your visit verification forms.

Step 3: Get your transportation authorized

All transportation reimbursement requests must be authorized before the medical service is received. Trips that are not authorized before the visit are not eligible for reimbursement.

Call CET at least 48 hours before your travel with the following information to request trip authorization:

- 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
- If you want help with the cost of your meals or lodging that apply

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

Any requests for meals or lodging reimbursements must be made at the time your transportation reimbursement request is scheduled. Any requests for meals or lodging reimbursements after the fact may not be approved.

Approvals for short-notice visits (less than 48 hours) are made on a case-by-case basis. CET will verify with medical staff your need to be seen on short notice before authorizing any requests.

Step 4: Verify your visit

According to Oregon Administrative Rules, CET must verify that you received covered medical services before we can give you travel reimbursement funds. We must receive all visit verifications within 45 days following your visit to be eligible for reimbursement.

There are two ways to verify your visits:

1) Medical Visit Verification Form

Obtain a Medical Visit Verification form

- Call CET
- Request it from your local DHS Branch Office or Case Worker
- Download it from the CET website at: cascadeseasttransit.com
- Complete one (1) section for each medical visit
- Ensure each section is complete and legible. CET may choose not to process incomplete forms.

Submit the form

- Submit the fully completed form within 45 days of the medical visit
- Original forms (no copies or faxes) must be sent to CET

2) Doctor's Letterhead Verification

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

- Your first and last name
- Your current mailing address
- Your OHP (Medicaid) prime number
- The date and time of your visit
- The length (duration) of your visit
- The purpose of your visit
- The signature and phone number of an authorized medical professional or representative where you were seen.

Mail original verification forms to:

CET
343 E Antler Ave
Redmond, OR 97756

Do not submit a fax or a copy

Mileage reimbursement information

Mileage reimbursement to help pay for gas is available when you provide your own ride, or have someone transport you to and from covered medical visits. The current mileage reimbursement rate is twenty-five cents (\$0.25) per mile and is calculated by the distance from your home to your medical appointment, then back to your home.

Allowable travel time will be determined by CET and will be estimated from your home to your medical appointment, then back home. CET will calculate the distance using an online mapping program like Google Maps or MapQuest. CET will only reimburse you for the shortest, most appropriate route to and from your medical appointment.

When someone else transports you to and from your medical visits, any reimbursement you are eligible for will be paid directly to you through the ReliaCard debit card. You are responsible to pass the reimbursement on to the person who gave you your ride.

Meal reimbursement information

Occasionally clients are required to travel outside of their local area to a covered medical service. If you meet specific requirements, you may be eligible for help with your meals when traveling for required medical visits.

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 CET you want help with meal costs when you call in to request a ride or mileage reimbursement.

Please note: You are not eligible for the meal reimbursement 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 for that particular cost.

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 the eligible reimbursement:
- You must submit an original receipt from your hotel or motel to CET 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.

If you stay with friends/family members who live close to your out-of-area medical appointment, CET may be authorize reimburse your mileage for up to twenty miles (20) miles each way. When you call us to ask for this reimbursement, please provide the address of where you will be staying.

Please note: When you stay at one of the three Ronald McDonald Houses in Portland or Bend, we will reimburse them directly for your stay.

Reimbursement Check-list:

- ✓ Request your ReliaCard debit card. Call CET (see contact information).
- ✓ Once you receive your debit card, keep it safe.
- ✓ Get authorization before you travel: Call CET as soon as you make a medical appointment or at least 48 hours **before** your appointment to request authorization 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 complete written verification 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 CET within 45 days following your medical visit for mileage reimbursement.
- ✓ If you have authorized lodging costs, mail in your **original** receipts within 45 days following your medical visit.
- ✓ Receive your reimbursement on your ReliaCard debit card.
- ✓ At any time you can call ReliaCard or check their website to verify the current balance on your card. (see contact information).

Questions & Answers

Question: Is there a charge for me to use my ReliaCard?

Answer: Sometimes! You can use your ReliaCard at point-of-sale (POS) locations, such as a grocery store, at no cost to you; however, some POS locations do charge a fee to use a card or to receive cash back. Make sure to select CREDIT on the POS machine so no fee will be charged.

If you use the debit card at an ALLPOINT ATM there will be cost to you. Review the paperwork and instructions you receive from US Bank when you receive your card. It will provide you with more information on how to use your card.

Question: I am the parent or guardian of a minor (0-18yrs old). Is my child eligible for mileage, meals, and lodging and how do I receive those funds?

Answer: Yes, as the parent or guardian of a minor, you are eligible to receive mileage, meals, and lodging reimbursement for your child when your child attends a covered Medicaid medical service. Reimbursement for a child will go onto a ReliaCard debit card in your name.

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

Answer: CET processes payments for mileage, meals, and lodging on a bi-weekly basis. Payments will not be issued until the visit has been completely verified. Expect to receive your reimbursement 7 to 14 days after your verifications have been received by CET.

Question: Do I need to provide receipts for my meals in order to receive my meal reimbursement?

Answer: No. Once your appointments have been verified, CET will process your meal reimbursement request.

Question: Who do I contact if I need more information?

Answer: You can call CET (see contact information on page 3) or your DHS branch office.

Single Medical Provider Form
OHP Medical Travel Verification Form

ONLY TO BE USED - When one person has multiple visits with the same medical provider See reverse side for completion instructions

QUESTIONS? Call CET at: 541-385-8680 ~ or ~ Toll Free 1-866-385-8680

Incomplete Forms Will Not Be Processed - Incomplete Sections Will Not Be Paid

Client Name:
DOB:

Ph #:

Clinic or Facility Name:

Facility Ph #:

Facility Address:

City/State:

Visit Date:

Visit Purpose:

Appointment Time:

Time Visit Complete:

Medical Provider Seen:

Signature of Provider

Seen or Office Rep:

Printed Name of Signer:

Date Signed:

I AM REQUESTING: (see reverse)

Mileage Lodging

Eligible Meals for:

Patient Escort

Visit Date:

Visit Purpose:

Appointment Time:

Time Visit Complete:

Medical Provider Seen:

Signature of Provider Seen or Office Rep:	I AM REQUESTING: (see reverse) <input type="checkbox"/> Mileage <input type="checkbox"/> Lodging Eligible Meals for: <input type="checkbox"/> Patient <input type="checkbox"/> Escort
Printed Name of Signer:	
Date Signed:	
Visit Date:	Visit Purpose:
Appointment Time:	Time Visit Complete:
Medical Provider Seen:	
Signature of Provider Seen or Office Rep:	I AM REQUESTING: (see reverse) <input type="checkbox"/> Mileage <input type="checkbox"/> Lodging Eligible Meals for: <input type="checkbox"/> Patient <input type="checkbox"/> Escort
Printed Name of Signer:	
Date Signed:	
Visit Date:	Visit Purpose:
Appointment Time:	Time Visit Complete:
Medical Provider Seen:	
Signature of Provider Seen or Office Rep:	I AM REQUESTING: (see reverse) <input type="checkbox"/> Mileage <input type="checkbox"/> Lodging Eligible Meals for: <input type="checkbox"/> Patient <input type="checkbox"/> Escort
Printed Name of Signer:	
Date Signed:	

❖❖❖ **Important Information** ❖❖❖

About Filing for Help with Travel Reimbursements

For More Detailed Information Refer to the

OHP Medical Transportation Reimbursement (TR) Guide

Or Call **CET** where Customer Service Reps are Available to Help You

541-385-8680 ~ or ~ toll free 1-866-385-8680

- ☑ **ALL** trip requests must be called in to **CET** to qualify for help with travel costs. Please **call 48 hours before** your visit when possible. Requests called in after a visit can be reimbursed only when it is verified the visit was unplanned & urgent.

- ☑ **Take your Medical Appointment Verification Form** to your visit with you. Make sure the form is signed by the medical provider **before** you leave their office.

- ☑ Be sure you complete a **Single Visit Verification Form** for each medical visit. **OR**, if you see the same medical provider several times in one month you can use the **Multiple Visit Verification Form** for visits to one provider. Ask **CET** to mail you the forms you need, or, print them off the web site at <http://coic.org>

- ☑ Visit Verification Forms **must be complete**. Incomplete forms may be returned to you to finish, or, may result in your travel reimbursement being less than expected.

- ☑ Meals and lodging help applies to travel outside of Central Oregon only. Meal requests do not require receipts. For lodging requests you must turn in the original receipt from the hotel or motel. Call **CET**, or see the TR Guide for more information.

- ☑ **Within 45 days** of the medical visit with the earliest date listed on this form, return completed, signed, forms to CET at:

CET TR Program,

343 E Antler Ave

Redmond, OR 97756