


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Transportation Services	Policy ID:	PLANCG-56
	Approved By:	Quality Assurance and Performance Improvement Committee	Last Revision Date:	01/20/2026
	States:	Oregon	Last Review Date:	04/06/2026
	Application:	Medicaid	Effective Date:	04/07/2026

PURPOSE

To establish the Dental Subcontractor'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 website¹ 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 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.

¹ <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.
01/10/2025	Updates based on annual review.
01/20/2026	Updates based on annual review.