


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:	11/16/2021
	States:	Oregon	Last Review Date:	01/18/2022
	Application:	Medicaid	Effective Date:	01/19/2022

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 website¹ or on the DCO's website² or within the Member Handbook. If the enrollee needs help arranging for transportation, the Member Services Department will assist with these arrangements as well. The Case Management Department is available to assist with additional local transportation resources if needed.

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
 Member Handbook

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.

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

² www.advantagedentalservices.com,

05/20/2019	Updates based on annual review.
12/09/2019	Conversion to revised policy and procedure format and naming convention.
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.