
Non-Emergent Medical Transportation (NEMT)

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About NEMT

How the NEMT Program Operates

Concerns about the NEMT Program

Current Actions to Address Concerns

Future Aims to Address Concerns

About NEMT

- Service for Oregon Health Plan (OHP) members
- Travel to, or travel reimbursement for, health care services covered by OHP
- Provided in accordance with federal requirements, state statutes, state rules, and contracts
- Critical for ensuring access to care, especially for:
 - Members with disabilities and/or mobility needs
 - Members in assisted living who need access to services outside their residence

How the NEMT Program Operates

- Responsibilities of OHA (for Fee-For-Service) and CCOs
 - Contract with regional brokerages
 - Oversee and pay brokerages
- Responsibilities of brokerages
 - Receive calls for requests for rides
 - Identify and communicate with ride providers
 - Provide the OHP member with name and contact information of driver or ride provider company
 - Ensure all rides occur
 - Receive and mitigate complaints
 - Create policies and procedures to ensure compliance with rules and contracts
 - Develop and distribute a rider guide to members
 - Pay ride providers
- Responsibilities of ride providers
 - Safely transport the OHP member, in compliance with rules and contracts

Concerns Expressed about the NEMT Program

OHA is aware of serious concerns expressed by members, ride providers, and advocates about NEMT, and has taken enforcement action in the past about such issues.

Current concerns include:

- Allegations of racism and discrimination
- Scheduled rides are not timely, sometimes extremely so
- Some rides do not meet members' need (e.g., non-ambulatory)
- Communication of complaints (by OHP members or ride providers) to some brokerages will result in retaliation and oppression
- Brokerages and CCOs have been dismissive of concerns
- Ride providers are not given opportunity to express their concerns
- Companies are taking advantage of immigrants as sub-contractors
- Driver workforce shortages
- Language barriers
- Complicated scheduling if medical need is outside service area

Current Actions to Address Concerns

DOJ is:

- Assisting OHA in reviewing allegations of systemic racism and oppression

OHA is:

- Analyzing complaints, case studies, and examples
- Utilized enforcement tools where appropriate
- Identifying member impacts and exploring actionable solutions
- Studying OHA's grievance process to ensure it is working as intended and is compliant
- Developing plans to better engage with partners regarding concerns
- Establishing a Technical Advisory Committee with representatives of all partners, including OHP members

Future Actions to Address Concerns

- Ensure all grievances received at OHA are cataloged, shared, and resolved
- Ensure **all** complaints and grievances that **may** include allegations of neglect or abuse are reported to the appropriate investigatory entities
- Ensure OHA Fee-For-Service and CCO NEMT programs have the tools and resources to be compliant with state rules and current contracts
- Change state rules and contracts to promote access, compliance, and efficiency
- Assist CCOs and brokerages to utilize data to advance equity and improve quality

Thank You

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