

Cascades West



Serving Linn, Benton and Lincoln County Residents

TRANSPORTATION REIMBURSEMENT

PROGRAM GUIDE

APRIL 2016

TABLE OF CONTENTS

Program Overview	Page 3
Program Rules	Page 3
Requesting Your US Bank Debit Card	Page 4
Scheduling Your Transportation Request	Page 4-5
Verifying Your Appointments	Page 5
Appointment Verification Form	Page 5-6
Doctors Letterhead	Page 6
Lodging Verification	Page 6
Reimbursement \ Mileage, Meals & Lodging Allowance	Page 6
Mileage	Page 7
Meal Allowance	Page 7-8
Lodging Allowance	Page 8-9
US Bank Debit Card	Page 9
Mileage Reimbursement Questions & Answers	Page 10-11

PROGRAM OVERVIEW

The RideLine Transportation Reimbursement Program offers a travel allowance to eligible Intercommunity Health Network Care Coordinated Care Organization (IHN-CCO) and Oregon Health Plan (OHP) clients for certain travel expenses while traveling to and from a covered Medicaid medical service. Clients requesting transportation reimbursement typically have access to a working vehicle or know a friend or family member that is available to drive them to their medical appointment.

RideLine works with US Bank to issue the US Bank debit card to eligible Oregon Health Plan clients requesting Transportation reimbursement. Clients will receive their reimbursement payments electronically through the US Bank Debit Card. RideLine can load reimbursement funds onto debit cards and funds may be accessed through virtually any ATM machine, US Bank location, or Point of Sale (POS). The US Bank card works just like a traditional debit card and is accepted at thousands of locations.

PROGRAM RULES

Included in this program guide are some general rules you will need to follow in order to qualify for transportation reimbursement. Oregon's Transportation reimbursement rules are defined under OAR (Oregon Administrative Rules) section(s) 410-136-3240 and in the Division 136 "Medical Transportation Rule Book" available through your case worker or online at:

<http://www.dhs.state.or.us/policy/healthplan/guides/medtrans/main.html>

REQUESTING YOUR US BANK DEBIT CARD (REQUIRED)

Before you can start receiving any mileage, meal, or lodging reimbursement payments, you must first request a US Bank debit card through RideLine. You will need to call RideLine and request a Mileage Reimbursement Packet. To process your US Bank debit card request, RideLine will need to collect the following information on the Authorization for Mileage Reimbursement Client/Designated Payee form:

- Your first and last name
- Date of Birth
- Social Security Number
- Complete physical address
- Complete mailing address (if different)
- Current telephone number

Once your eligibility is verified and your trip request has been determined eligible for transportation reimbursement, your US Bank card request will be processed. Once requested, cards take between 7-10 business days to arrive at your home.

Please Note: US Bank cards must be issued to a parent or guardian when transportation reimbursement is requested for a child under the age of 18; Adults requesting a US Bank card for the benefit of an adult client who is unable to sign the authorization form, must first provide written proof of guardianship / power of attorney prior to an US Bank card being issued in their name.

PRE-AUTHORIZING YOUR TRANSPORTATION REQUEST

All transportation reimbursement requests must be prior authorized through RideLine. Trips not authorized are not eligible for reimbursement.

To request authorization, please use the following numbers:

RideLine Medicaid Transportation Brokerage
Linn, Benton, & Lincoln County – 541.924.8738
OR Toll Free – 866.724.2975

RideLine will collect your appointment information, including the date and time of your appointment, the medical professional you are seeing, and the purpose of your appointment. **Any requests for meals / lodging allowances must be made at the time your transportation reimbursement request is scheduled. Any requests for meals / lodging allowances after the fact may not be approved.**

Transportation requests must be made the same day the trip is to occur or up to 30 days in advance. A request for reimbursement after the trip has occurred may be denied so scheduling your reimbursement request as soon as you know about your appointment(s) is recommended.

For urgent or emergent trips that occur after business hours, a request for reimbursement must be made by the next business day for approval. Requests that do not meet these guidelines will be approved on a case by case basis.

As a Medicaid medical transportation broker, RideLine has access to a myriad of transportation providers and resources. Should RideLine identify a more cost effective, more appropriate transportation resource for your trip (such as common carrier (Amtrak, Greyhound, etc.) or a shared ride through one of our contracted providers) that resource will be offered to you in place of the transportation reimbursement.

VERIFYING YOUR APPOINTMENTS

All appointment verifications must be on a RideLine Medicaid Medical Appointment Verification Form or letterhead from your doctor's office. *RideLine will NOT accept copies of your appointment history from your Doctor's Office or a copy of your prescription history from your pharmacy in place of the verification form.* All trip information must be listed separately on the form.

APPOINTMENT VERIFICATION FORM

- Original verification form must be sent to RideLine (no copies or faxes).
- Complete one (1) section for **each** appointment
- Ensure each entry is complete and legible

RideLine Medicaid Medical Appointment Verification Forms are available by calling 541.924.8738 or downloadable through the RideLine website at: <http://www.ocwcog.org/transportation/cascades-west-ride-line>

VERIFICATION: DOCTOR'S LETTERHEAD

All verifications done on professional letter head must contain the following information:

- Your first and last name, your IHN/OHP number, date of birth
- Physician / Clinic / Facility Name and Address
- Date and time of your appointment
- Length (duration) of your appointment
- The purpose of your appointment
- The signature of an authorized medical professional or representative from the location you were seen.

All appointment verification(s) must be received by RideLine within forty-five (45) days of your appointment to be eligible for reimbursement.

VERIFICATION: LODGING

If you have requested lodging, you must send in the original lodging receipt (no copies or faxes) to RideLine within forty-five (45) days of your appointment. The name of the person whose appointment is associated with the lodging request must be listed on the lodging receipt to ensure proper lodging credit is applied. Lodging allowances may not be paid for requests that exceed forty-five (45) days past the lodging date.

REIMBURSEMENT FUNDS

Your medical appointment must be verified before any mileage / meal / lodging requests are processed. Once your appointment and lodging expenses (if requested) have been verified, RideLine will load reimbursement funds onto your US Bank debit card. US Bank debit cards are typically loaded once a week.

MILEAGE ALLOWANCE

As an Intercommunity Health Network CCO or Oregon Health Plan client, you may be eligible for transportation reimbursement when you provide your own transportation or have a friend or family member available to transport you to and from your covered medical appointment. The current transportation reimbursement rate is twenty-five cents (\$0.25) per mile and is calculated from your home to your medical appointment then back to your home. Appointment verification is required to receive transportation reimbursement funds.

RideLine will calculate the distance to and from your appointment using online mapping programs like Google Maps OR MapQuest. In any event, RideLine will only reimburse you for the shortest, most appropriate route to and from you medical appointment.

When a friend or family member transports you to and from your medical appointment, any reimbursement you are eligible for will be paid directly to you through the US Bank debit card. RideLine US Bank debit cards are not issued to friends transporting you to your medical appointments.

MEAL & LODGING ALLOWANCE

Occasionally clients are required to travel out of their local geographical area to a covered medical service. *If you are required to travel four (4) or more hours out of your local area, which includes travel to and from your appointment and the length of the appointment, you may be eligible for meal & lodging allowance.* All transportation (mileage/meals/lodging) reimbursement requests must go through RideLine.

MEAL ALLOWANCE

Meal allowances may be issued under the following conditions:

- Breakfast allowance -- travel must begin before 6 am;
- Lunch allowance -- travel must span the entire period from 11:30 am through 1:30 pm;
- Dinner allowance -- travel must end after 6:30 pm.

Travel times are determined by RideLine and will be estimated from your home to your medical appointment, then back home.

Meal allowances are currently reimbursed at the following rates:

- Breakfast: \$3.00
- Lunch: \$3.50
- Dinner: \$5.50

You are not eligible for the meal allowance when a medical facility (hospital, long term counseling center, etc.) provides you meals while you are receiving medical services or have been admitted into the hospital.

Meal allowances are processed once your appointment has been verified.

LODGING ALLOWANCE

When traveling out of your local area to a covered medical service, you may be eligible for a lodging allowance when your trip meets the following criteria:

- You are required to begin traveling before 5 am in order to reach your scheduled appointment
- Your travel would end after 9 pm returning from a scheduled appointment
- You are required to travel four (4) or more hours one way to reach your scheduled appointment

Current lodging allowances are paid up to \$40.00 per night. When your lodging expenses are less than \$40.00, RideLine will reimburse you at the actual cost.

When staying at one of three Ronald McDonald Houses (RMH) in Portland (Doernbecher or Legacy Emanuel) or Bend (RMH of Central Oregon) RideLine will reimburse those charities directly for your stay.

Occasionally you may be required to stay in a hotel more than one or two nights depending on your medical situation. If your stay extends longer than a week RideLine may refer you to your case worker for lodging assistance.

If you have friends or family members living close to your out-of-area medical appointment and you can stay with them overnight, you may be eligible for mileage reimbursement (up to twenty (20) miles each way) through RideLine. A physical address of the location you are staying is required when you schedule your reimbursement request.

Lodging allotment requests are processed once your appointment has been verified and your original lodging receipt has been received. Lodging receipts received after forty-five (45) days may not be eligible for reimbursement.

US BANK *ReliaCard* DEBIT CARD

Your US Bank ReliaCard debit card can be used anywhere a standard debit card is accepted. With your debit card, you are free to make purchases at any grocery store, retail store, gas station, etc.; or you may simply withdraw all your reimbursement funds without penalty and your debit card never requires a minimum balance. All available funds are yours to spend.

Included with your US Bank debit card is information on the card and any fees the bank may have and important phone numbers you can use when you have questions or inquires. You may check the balance of your card day or night by contacting the US Bank/ ReliaCard Customer Care Center at: 1-855-282-6161 or www.usbankreliacard.com

MILEAGE REIMBURSEMENT – Questions and Answers

Q – Did you get my papers? Or what was the last date I sent in? Which ones got paid?

A – We do not have the staffing to look through hundreds of requests, if you mailed it to or dropped it off at Cascades West RideLine, 1400 Queen Ave SE Albany, OR 97322 we should have it. You may want to keep a copy for your records.

Q – When will my money post?

A – REIMBURSEMENTS CAN TAKE UP TO 30 DAYS TO PROCESS. We attempt to process them once a week and the funds load on the cards in the following day or two. We ask that the payee not call us to check on the payment unless it has been over 30 days since turning in the paperwork.

Q – WHY DIDN'T I GET PAID THE FULL AMOUNT?

A – ALL TRANSPORTATION REIMBURSEMENT REQUESTS MUST BE AUTHORIZED THROUGH RIDELINE. TRIPS NOT AUTHORIZED ARE NOT ELIGIBLE FOR REIMBURSEMENT. RideLine will calculate the distance to and from your appointment using online mapping programs like Google Maps OR MapQuest. In any event, RideLine will only reimburse you for the shortest, most appropriate route to and from you medical appointment. Mileage from your family or caregivers home to pick you up is not covered.

Q – When will my card be ordered and when will it get here.

A – Cards are ordered within one to two days of receiving the authorization form, once ordered it should arrive within 7-10 days. Trips could be eligible during this time.

Q – What is the cutoff date for paying old claims?

A – Verification forms must be submitted within 45 days of the appointment. Claims over 45 days old will not be paid

Q – What do I do if I’m new and have old papers?

A – We will no longer be accepting old papers for new clients past 45 days old. They will need to complete the payee assignment form and we can begin taking new trip requests at that time.

Q - What if I forgot to get a signature or stamp at my appointment?

A – You can have your doctor send the appointment date and time on their letterhead, with his signature, to turn in with your reimbursement request.

Cascades West RideLine

1400 Queen Ave SE

Albany, OR 97322