

INSTRUCTIONS for completing the Medical Appointment Verification Form
OAR 410-136-3240

All your trip requests must be prior authorized (OAR 410-136-3240) through RideLine to qualify for reimbursement.

Please complete one (1) section on the verification form for each of your appointments. Verification sheets must be original forms with original provider signatures, *(no copies of faxes)* and submitted within 45 days from your appointment, no later.

Completing verification forms:

1. All appointments must be called in and pre-authorized in advance.
2. Take the reimbursement form with you to each **IHN / OHP Medicaid** covered medical appointment. *Not all medical appointments are subject for reimbursement.*
3. Complete a space with the requested information for each appointment. Incomplete information will cause a delay in processing.
4. Have your doctor or a staff person in the doctor's office sign and/or stamp the form to verify you kept your appointment. If your medical appointment is not with a doctor *(example, physical therapist)* have that person sign the form.
5. Combine trips whenever *possible (for example, a doctor and lab, or doctor and pharmacy appointments should be made in the same trip)*. One reimbursement per day is allowed. (Exceptions may be made by RideLine under certain circumstance and if preauthorized.)
6. Fill out your address and phone number on the reimbursement form.

7. When you have completed all medical appointments for the month, sign and date this form.
8. This form should be sent in **monthly**, even if you have less than 40 miles total. The Brokerage may hold reimbursements under the amount of \$10 until the client's reimbursement reaches \$10.
9. A client may request reimbursement up to 45 days after the travel, if over 45 days when received by RideLine the reimbursement will not be paid.
10. Reimbursements may take up to 30 days to be processed.
11. Only authorized mileage will be for the actual client's travel. For instance, if a client receives a ride from a relative, miles driven by the relative to pick up the client are not covered.
12. After a medical appointment, a client may need to make a pharmacy stop on the drive home. It is acceptable to retroactively authorize additional miles for the pharmacy stop provided the pharmacy signs the verification form.
13. RideLine will calculate the mileage using mapping software.
14. It is suggested you save a copy of the forms you turn in for your records.

Submit to:

CASCADES WEST RIDELINE
1400 QUEEN AVE SE, SUITE 205
ALBANY OR 97322

To pre-authorize trips call RideLine at: 541-924-8738 or (Toll Free) 1-866-724-2975