



Reimbursement Guide

Policy and procedures for member reimbursement

August 1, 2025

114 Assembly Circle

Grants Pass, OR 97526

(800) 479-7920 or (541) 479-7920

8:00am to 6:00pm Monday thru Friday

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Language and format support

English

You can get this document in other languages, large print, braille, or a format you prefer free of charge. Call AllCare CCO. Member Services at: (541) 471-4106, toll free at (888) 460-0185, hearing impaired (TTY) 711, language access (888) 260-4297, or Fax at (541) 471-3784.

Spanish

Usted puede obtener este documento en otros idiomas, letra grande, braille, o en un formato que usted prefiera sin costo alguno. Llame al Servicios para Miembros de AllCare CCO. Teléfono: (541) 471- 4106, llame gratis al (888) 460-0185, para personas con discapacidad auditiva (TTY) 711, acceso lingüístico (888) 260-4297, Fax at (541) 471-3784.

Contact Information

ReadyRide Reimbursements

114 Assembly Circle

Grants Pass, OR 97526

Local (541) 479-7920 Toll Free (800) 479-7920

Fax for driver's documents: (541) 479-2989

Email: finance@readyrideservice.com

www.readyrideservice.com



NEMT OVERVIEW

ReadyRide offers three different types of transportation help for AllCare CCO members who are on Oregon Health Plan (OHP). Public transportation, member reimbursement and door-to-door transportation. This guide explains the benefit of member reimbursement.

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- **Reimbursement:** ReadyRide may reimburse AllCare CCO members, a per-mile rate after you drive to a covered medical appointment if you cannot afford to do so yourself. We will also pay a per-mile rate when you get a ride from a friend or relative.
 - **Out of Area:** ReadyRide must approve an out-of-area trip before you go to the appointment. In some cases, you may qualify for help with mileage reimbursement, meals, and lodging.
 - **Cost Evaluation:** ReadyRide will conduct a thorough cost analysis to determine the most cost-effective transportation method for each request for reimbursement. If member reimbursement is found to be a lower cost and more appropriate than utilizing a ReadyRide vehicle, members may be authorized to drive themselves.
 - **Mode Selection:** ReadyRide will choose the most appropriate mode of transportation based on members' needs and cost analysis. If a ReadyRide vehicle is traveling in the general vicinity of the member's appointment and proves to be more cost-effective, it will be the preferred mode unless the member has a medical issue that prohibits a shared ride.
 - **Day-by-Day Basis:** The determination of whether a member will drive themselves or be provided with ReadyRide transportation may vary on a day-by-day basis. Members will be informed of the chosen mode of transportation with a minimum of 48 hours' notice, allowing for adequate planning.
 - **Need based:** Who can use ReadyRide? AllCare CCO provides all non-emergency medical transportation (NEMT) services for its members. AllCare CCO members who cannot get to an appointment on their own can use ReadyRide or member reimbursement.
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STEP-BY-STEP GUIDE

This guide explains ReadyRide's rules and the steps you must take to qualify for member reimbursement program. These rules are fully explained in the Oregon Administrative Rules:

https://oregon.public.law/rules/oar_410-141-3960

All rules that relate to non-emergent medical transportation (NEMT) are OAR 410-141-3920 – 410-141-3965



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- **Step 1:** Call ReadyRide to have an intake conducted. We will ask you some basic questions, please be ready with this information:
 - Name of Member that has eligible medical appointment.
 - AllCare (OHP) eligibility number.
 - How have you been getting to your appointments before calling ReadyRide?
 - Date and time of your appointment.
 - Name, address and phone number of the covered service you are attending.
 - Purpose of the visit.
 - Medically necessary attendant needed.
 - What type of help are you requesting for each appointment booked? Miles, meals, lodging? All must be prior-authorized before you attend your appointment.

Trips should be scheduled at least 48-hours in advance for authorization. This advance notice is necessary to evaluate cost-effective scheduling options, which often involve shared rides. This requirement helps avoid unnecessary reimbursements. If urgent, same-day or next-day, payment will only be made if we are able to get authorization. Trips that are not prior scheduled, will not be paid. Trips will not be backdated, please call ahead to schedule your trips.

Repeated Violations:

Some members have been calling in with same-day or one-day notice, avoiding our shared-ride model. Members who regularly fail to comply with the 48-hour requirement may be denied reimbursement authorization unless an urgent situation is documented.

Authorization Process Reminder:

Members must receive an authorization number at the time of their request call. Reimbursement is not guaranteed by making a call alone; it depends on adherence to scheduling protocols and proper documentation.

Public Transportation / Shared Rides Preferred:

ReadyRide chooses first assigned public transportation and shared rides when reasonable to reduce program costs. Only when this is not an option, and self-transport proves cost-effective, will reimbursement be authorized.

***Urgent reimbursement requests to the emergency room / urgent care MUST be called into ReadyRide within 24 hours of the next business day and will be approved on a case-by-case basis.**



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- **Step 2:** You will receive a new member packet that includes appointment verification forms. The state requires ReadyRide to confirm that you went to a covered service before we can reimburse you for your trip. Please ask the provider's office staff to sign, stamp, and date the appointment verification form for each appointment you attend. If your provider does not have a stamp, we will need an after-visit summary. You can receive the verification forms in the packet and make copies, call ReadyRide to have us mail you more forms, or download from our website at:

<https://www.readyrideservice.com/forms/>

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- **Step 3:** We must receive your verification form and any required receipts from lodging within 45 calendar days of your appointment. We must verify you were seen at your appointment or reimbursement cannot be paid. We recommend before you leave for your appointment that you verify with your providers office that they are not going to cancel. As per OAR 410-141-3960 (11)(b) if you were not seen, ReadyRide will not be able to reimburse you and you will receive a Notice of Adverse Benefit Determination (Denial).
 - **Step 4:** Any reimbursement trip that requires lodging must include an appointment summary so that we can verify the time you checked in and out of your appointment. ReadyRide only pays lodging if the appointment times qualify for lodging. Please make sure these summaries only include your check in and check out times at your providers office. We do not need diagnosis or treatments included.

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- **Step 5:** To be reimbursed, you or your driver must be a legal, licensed, and insured driver in the state of Oregon. You must submit copies of you or your payee's valid Oregon driver's license, vehicle insurance and vehicle registration. Please make sure that you or your payee is listed on the insurance of the vehicle. This is an Oregon state law. If your documents are from out of state, the Oregon law is that you must obtain your Oregon license within 30 days of residency.

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- **Step 6:** When you call to schedule your reimbursement trip, our customer service representative will give you a trip number that corresponds with the trip date and location to where your appointment is at. You must fill this trip number in on your appointment verification form. If you do not have a trip number, your trip has not been prior authorized and may result in a Notice of Adverse Benefit Determination (Denial).

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- **Step 7:** Incomplete forms cannot be processed. It is your responsibility to complete the forms correctly. This includes your signature.

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- **Step 8:** ReadyRide pays twice per month. We mail checks on the 1st and the 15th of each month, or the next business day following a weekend or holiday. The due date for forms and payment schedule can be found here: <https://www.readyrideservice.com/forms/>
You may mail the forms to us: Mailing address: ReadyRide Services, 114 Assembly Circle, Grants Pass, Or. 97526



ADDITIONAL INFORMATION ABOUT REIMBURSEMENT

When you have someone else drive you to and from appointments, we pay the licensed driver, whose documents we require, the reimbursement funds. We can only pay for one member, even if more than one member is being transported, per OAR 410-141-3960 (11)(b)

We determine mileage using the distance from your starting address on file with the state of Oregon (unless you are closer), and then back to your starting location.

We may hold reimbursements under the amount of \$10 until the client's reimbursement reaches \$10.

Below is the state of Oregon, Oregon Health Authority Reimbursement rates:

- **Mileage** is reimbursed at .46 cents per mile.

You will be reimbursed for the shortest, most appropriate route to and from your appointment. This may not be the same as the route you traveled. More than one appointment in a day will be paid from home to the 1st appointment, then from the 1st appointment to the 2nd appointment, then the 2nd appointment to the 3rd appointment, then from 3rd appointment to home.

Members who do not have a permanent address listed with the state of Oregon, and are unable to obtain address verification, will be paid a maximum of 10 miles round trip.

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- **Meals** are reimbursed for out-of-area trips at a minimum of 4 hours round trip, rates as follows:

- * Breakfast \$9.00 when travel begins before 6:00am

- * Lunch \$10.00 when travel spans from 11:30am-1:30pm

- * Dinner \$15.00 when travel ends after 6:30pm

Meal stipends are a set amount. You do not need to give us your receipts for meals.

You must let us know when you call in to request a ride or mileage reimbursement that you would like help with meal costs. If you are going to a facility that gives you meals or meal vouchers, you are not eligible for a meal stipend.

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- **Lodging** is reimbursed at the allowable rate of \$110.00. Lodging receipt is required in member's name.

- * To be eligible for lodging reimbursement you must start traveling before 5:00am to make your appointment, or you would return home from your appointment later than 9:00pm.

- * You must mail a copy of the lodging receipt within 45 calendar days of your appointment.



* If you stay with a family member or friend who lives close by your out-of-area appointment, you will not be paid for lodging. We may reimburse you up to 10 miles each way from their home to your appointment.

You must be prior authorized for lodging to receive reimbursement.

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- **Meals or Lodging for One Attendant.** A CCO must reimburse for meals or lodging for one attendant, which may be a parent, to accompany the Member if medically necessary, if any of the following apply:
 - The Member is a minor child and unable to travel without an attendant;
 - The Member's attending physician provides a signed statement indicating the reason an attendant must travel with the Member;
 - The Member is mentally or physically unable to reach their medical appointment without assistance; or
 - The Member is or would be unable to return home without assistance after the treatment or service. CCO may reimburse Members for meals or lodging for additional attendants or under additional circumstances at the CCO's discretion.

Attendant Lodging: \$110.00 per night (if staying in separate room) You must return your validated reimbursement form along with your hotel paperwork that you will receive from them upon checkout.

REQUIRED DOCUMENTS

To be reimbursed, you must submit copies of you or your payee's legal driver documents:

1. Valid Oregon Driver License
2. Current Vehicle Registration
3. Current Vehicle Insurance (payee must be listed on insurance as required by Oregon law).

If you send in your reimbursement forms and we do not have your documents on file, we will notify you. We will hold your reimbursement check for up to 14 days to allow you time to get your documents to us for payment process. If we do not receive your documents within the 14 days, we will issue you a Notice of Action Benefit Determination (Denial) OAR 410-136-3240 (2) & 410-141-3960 (5)(b)

