



INSTRUCTIONS for completing the IHN/OHP Appointment Verification Form **OAR 410-136-3240(2)**

All your trip requests must be prior authorized (OAR 410-136-3240(1)) through Ride Line 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 received within 45 days from your appointment.

Completing verification forms: *All appointments must be called in and pre-authorized in advance*

1. Fill out your personal information at the top of the reimbursement form.
2. Take the reimbursement form with you to each **IHN / OHP Medicaid** covered appointment. *Not all appointments qualify for reimbursement.*
3. Complete a space with the requested information for each appointment. Incomplete information will cause a delay in processing.
4. Have the provider or a staff person in the provider's office sign and/or stamp the form to verify you attended the appointment.
5. When you have completed the appointments you want to submit for reimbursement, sign and date the form at the bottom. *Signature and date must be original-no photocopies!*

Forms must be complete and legible or they will be returned to you. You may complete the missing information and resubmit. If this delay results in an appointment being over 45 days old-it will not qualify for reimbursement.

Please be aware:

- a) Reimbursements may take up to 30 days to be processed.
- b) Ride Line will calculate the mileage using mapping software.
- c) 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.
- d) It is suggested you save a copy of the forms you turn in for your records.

Other common situations:

- 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.)
- 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.
- After a medical appointment, a client may need to make a pharmacy stop on the drive home. The extra stop can be added to your trip. Fill out the pharmacy information on a separate line and get it signed. Call RideLine by the end of the business day or, if the brokerage is closed, no later than the next business day.
- If you do not have an appointment form for the provider to sign, you may submit a letter from the office with the form. Fill out the form with the appointment information and in the signature box write "See Attached." Submit the letter with the form.
- If you have appointment information filled out but you did not attend the appointment on that day, draw a line through the boxes and initial on the left side before submitting the form.
- The "Repeating Appointment Verification" form is for multiple appointments at the same location (dialysis, physical therapy, counseling). Have the office sign and date this form once at the END OF THE MONTH.

Submit to: CASCADES WEST RIDE LINE
 1400 QUEEN AVE SE, SUITE 205
 ALBANY OR 97322

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