

Cascades West



Serving Linn, Benton and Lincoln County Residents

TRANSPORTATION REIMBURSEMENT

PROGRAM GUIDE

APRIL 2019



A program of Oregon Cascades West Council of Governments

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PROGRAM OVERVIEW

The Ride Line 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. Clients MUST call Ride Line to see if they are eligible for this program.

Clients will receive their reimbursement payments electronically through a US Bank Debit Card issued through Ride Line.

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.oregon.gov/oha/healthplan/pages/medical-transportation.aspx>

As a Medicaid transportation broker, if Ride Line identifies a more cost effective, more appropriate transportation resource for your trip (such as Amtrak, Greyhound, etc. or a shared ride) that resource will be offered to you in place of the transportation reimbursement.

REQUESTING YOUR US BANK DEBIT CARD (REQUIRED)

Before you can start receiving any mileage, meal, or lodging reimbursement payments, you must first call Ride Line to set up an account and request a Mileage Reimbursement Packet. You will then complete and return the **Authorization for Mileage Reimbursement Client/Designated Payee form** to get a US Bank debit card through Ride Line. Once the form is received, it will be processed and the card takes between 7-10 business days to arrive at your home.

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

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 REIMBURSEMENT REQUEST

All reimbursement requests must be prior authorized through Ride Line. Trips not authorized are not eligible for reimbursement. To request authorization, please use the following numbers:

**Ride Line Medicaid Transportation Brokerage
Linn, Benton, & Lincoln County – 541.924.8738
OR Toll Free – 866.724.2975**

Ride Line will collect your appointment information, including the date and time of your appointment, the address of the office you are going to, the medical professional you are seeing, and the general reason for your appointment. **Any requests for meals / lodging allowances must be made at the time your transportation reimbursement request is scheduled.** Reimbursement requests can be made up to 30 days in advance and no later than the same day the trip is to occur.

For urgent or emergent trips that occur after business hours or on weekends, a request for reimbursement must be made by the next business day for approval.

VERIFYING YOUR APPOINTMENTS

All appointment verifications must be on a Ride Line Appointment Verification Form. Original verification form must be sent to Ride Line (no copies or faxes). Forms must be received within 45 days of the oldest date appointment date, any appointments over 45 days old no longer qualify for reimbursement.

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.

COMPLETING THE APPOINTMENT VERIFICATION FORM

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.

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.

Forms are available by calling 541.924.8738 or printing from the Ride Line website at: <http://www.ocwcog.org/transportation/cascades-west-ride-line>

VERIFICATION FOR LODGING

If you have requested lodging, you must send in the original lodging receipt (no copies or faxes) to Ride Line along with the appointment verification form for the appointment that the lodging was requested for. The name of the client whose appointment is associated with the lodging request must be listed on the lodging receipt (or the parent/guardian of client).

REIMBURSEMENT OF FUNDS

Your medical appointment must be verified before any mileage / meal / lodging requests are processed. This may take up to 30 days. Once your appointment and lodging expenses (if requested) have been verified, Ride Line will load reimbursement funds onto your US Bank debit card.

MILEAGE RATE

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.

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

MEALS & LODGING ALLOWANCE

If you are required to travel four (4) or more hours out of your local area, including travel to and from your appointment and the length of the appointment, you may be eligible for meal & lodging allowance if you request it. Travel times are determined by using mapping software.

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.

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.

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, Ride Line will reimburse you at the actual cost.

MILEAGE REIMBURSEMENT – Questions and Answers

Q – Did you get my papers?

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 Ride Line, 1400 Queen Ave SE Albany, OR 97322 we should have it. 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 the paid the full amount?

A – ALL TRANSPORTATION REIMBURSEMENT REQUESTS MUST BE AUTHORIZED THROUGH RIDE LINE. TRIPS NOT AUTHORIZED ARE NOT ELIGIBLE FOR REIMBURSEMENT. Ride Line will calculate the distance to and from your appointment using online mapping programs like Google Maps OR MapQuest 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 - 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 Ride Line

1400 Queen Ave SE

Albany, OR 97322