



NEMT Rider Guide



Cascade Health Alliance

Oregon Health





Everyone has a right to know about CHA’s programs and services. All Members have a right to use our programs and services. You* can get this in other languages, large print, braille, or a format you prefer. You* can also ask for an interpreter. This help is free. Call 800-989-7846 or TTY 711.

Previa solicitud, todos tienen derecho a conocer los programas y servicios. Todos los miembros tienen derecho a utilizar nuestros programas y servicios. Puede obtenerlo en otros idiomas, en letra grande, braille o en el formato que prefiera. También puede solicitar un intérprete. Esta ayuda es gratuita. Llame al 800-989-7846 o TTY 711.

You* can get this document in paper form, at no charge. Cascade Health Alliance will mail it within five business days. You* can also access this guide on our website: <https://www.cascadehealthalliance.com/nemtriderguide/>

CHA and our providers must follow state and federal civil rights laws. We cannot treat people unfairly in any of our programs or activities because of a person’s: Age, color, marital status, national origin, race, religion, sex, and sexual orientation. See page 14-15 for complete instructions for help filing a grievance.

***You on this page means member or member representative. You on this page also means family member or caregiver.**

Contact us:

Cascade Health Alliance

2909 Daggett Avenue, Ste 225 Klamath Falls, OR 97601

info@cascadecomp.com

<https://www.cascadehealthalliance.com/>

CHA customer service phone number: 541.883.2947

Toll free phone number: 1.800.989.7846

TTY: 7-1-1

CHA customer service fax number: 541.885.9858

TransLink

Phone number: 541.842.2060

Toll free phone number:

1.888.518.8160 TTY: 7-1-1

<https://rvtd.org/accessible-transportation/translink/>

You can schedule your rides Monday through Friday, from 7:00 AM to 5:00 PM.

Non-Emergent Medical Transportation (NEMT)

What is NEMT?

Non-Emergent Medical Transportation (NEMT) is a covered benefit for Cascade Health Alliance (CHA) members on the Oregon Health Plan (OHP). Cascade Health Alliance partners with TransLink to offer this benefit. You must meet benefit rules for NEMT services. There are services for travel help to and from medical services. If you do not have dependable transportation, you may be eligible. NEMT rides are for scheduled health care visits. These rides are not for emergencies. TransLink and Cascade Health Alliance can help you get to your appointments in many ways.

This Guide Covers:

- Eligibility
- Types of rides
- Service hours
- Scheduling a ride
- Urgent rides
- Mileage cost help
- Meal and/or lodging help
- Rides to the pharmacy
- When to be ready
- Canceling a ride
- Rider no-shows
- What to expect from your driver/personal care attendants
- Children, walkers, wheelchair (mobility aids), and safety belts
- Your privacy
- Your rights and responsibilities
- How to Make a Grievance (Complaint)
- What to do if Your Ride Is Denied
- How to file an Appeal
- How to Get an Administrative Hearing

Rider Guide

Cascades Health Alliance

Contents

Introduction	2
Eligibility	2
Types of Rides	2
Service Hours	3
Scheduling a Ride	3
When to Call?	4
Secure Transports	5
Urgent Rides.....	6
Mileage Cost Help	6
Rides to the Pharmacy	7
When to Be Ready.....	8
Canceling a Ride	8
Rider No-Shows.....	9
Service Changes	9
What to Expect from TransLink?.....	9
What to Expect from Your Driver?.....	10
Attendants	11
Children.....	11
Wheelchair/Mobility Aids	12
Safety Belts.....	12
Adverse Weather Operations.....	12
Peak transportation Operations.....	12
Accidents or Incidents.....	13
Your Privacy.....	13
Your Rights and Responsibilities	13
How to Make a Grievance (Complaint).....	14
If Your Ride Is Denied	16
How to file an Appeal	16
How to Get an Administrative Hearing	17

Introduction

Do you need a ride to your medical appointments? Cascade Health Alliance offers NEMT to all its Members through a partnership with TransLink. Full benefit dual eligible members are offered NEMT services if you are traveling to a Medicaid or Medicare covered appointment within or outside the CCOs service area. TransLink can take you to any appointment or service that is covered by Cascade Health Alliance through our Non-Emergent Medical Transportation program.

Eligibility

You can get free rides from TransLink if the following are true:

- You are covered by Cascade Health Alliance insurance through the Oregon Health Plan (Medicaid) in Klamath County Oregon. You are traveling to a covered doctor's appointment or other healthcare service.
- You can also get free rides from TransLink if you are a full benefit dual eligible member.
- Cascade Health Alliance or TransLink checks eligibility with Medicare Advantage or Dual Special Needs Plans. They also check eligibility with Medicare providers.
- You need help getting there.

Cascade Health Alliance shares the cost for out of area rides. See page 6 for Mileage Cost Help.

Types of Rides

TransLink schedules the best ride to meet your needs. Ride help can include:

- Help with the cost for you (or someone else) to drive to your appointment.
- Bus tickets
- Car/taxi or ride service
- Wheelchair van
- Stretcher van
- Other types, as necessary
- Some rides are shared. Drivers may pick up or drop off other riders along the way.

Service Hours

Cascade Health Alliance office hours are 8:00 AM to 5:00 PM Monday through Friday. The Cascade Health Alliance office is closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Fourth of July
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

You can set up a ride with TransLink 24 hours a day, 365 days a year. It may be hard to schedule a ride for nights, weekends, or holidays. For rides needed during these times, please call as far ahead as you can. You can ask for appointments up to 90 days ahead of time.

TransLink is open to schedule rides Monday through Friday, 7:00 AM to 5:00 PM.

TransLink is closed Saturday, Sunday, and the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Scheduling a Ride

A member or authorized representative (somebody you OK to act for you; i.e. your Community Health Worker, foster parent, adoptive parent, or other Provider delegated with this authority)) can call Cascade Health Alliance and/or TransLink to request a ride. Qualified multilingual Call Center staff are available to help you and have oral interpretation services available free of charge to all members. NEMT Services are offered twenty-four (24) hours a day, three hundred and sixty-five (365) days a year. Members can schedule:

- Same day for NEMT Services,
- Up to 90 days before their appointment, and

- More than one NEMT Service at a time for reoccurring appointments. Up to 90 days before the appointment

Contact us:

Cascade Health Alliance

2909 Daggett Avenue, Ste 225

Klamath Falls, OR 97601

Phone: **541.883.2947**

NEMT@cascadecomp.com

Toll free phone number: 1.800.989.7846

TTY: 7-1-1

TransLink

Phone number: 541.842.2060

Toll free phone number: 1.888.518.8160.

TTY: 7-1-1

<https://rvtd.org/accessible-transportation/translink/>

You can schedule your rides Monday through Friday, from 7:00 AM to 5:00 PM.

When to call?

Call as soon as you schedule your appointment (up to 90 days before your appointment). Try to call at least 24 hours before you will need a ride. For trips over 70 miles, Members must call at least 48 hours in advance.

Your eligibility for services will be made when you call TransLink customer service. They will find the best and least expensive ride to fit your needs. TransLink will ask you for all the information below.

Please have this information ready when you call:

- Your name, address, phone number and Medicaid ID number
- How and at what times you would like to be contacted (phone, email, fax)?
- Doctor name, address, and phone number
- Referring doctor if appointment is outside of your local area
- Date and time of healthcare appointment
- Pick-up time after the healthcare appointment
- Reason for healthcare appointment
- If an attendant will be traveling with you
- Any mobility needs (such as a wheelchair or service animal)

- Your height and weight for all stretcher and wheelchair rides
- Clear directions to your home or the provider's office
- What special adjustments are needed? Do you have history or circumstances to be considered?
- Any special conditions or needs including physical or behavioral health disabilities?

You may be asked for other information so we can find the best ride for your needs. We will tell you if your trip is approved or denied within 24 hours. If your ride is within 24 hours, TransLink will tell you the decision sooner.

If we OK your trip at the time of your request by phone, we will tell you, whenever possible, of the plans. If plans are not available when you call, we will reach out with the details before the date of your ride. We will tell you:

- Doctor name, address, and phone number
- The name and phone number of the NEMT driver or NEMT provider
- Your Pick-up time and address

If your ride or reimbursement is denied, TransLink will send you a notice of adverse benefit determination (NOABD).

You are an Oregon Health Plan (OHP) & Coordinated Care Organization (CCO) member. You are not responsible for making NEMT decisions. TransLink is responsible for making your ride arrangements.

To schedule a ride for a child 12 years of age and under, see the Children section on page 15.

Please be sure to schedule your return trip ride as well. If you do not schedule your return trip, you may need to wait up to an hour for your driver to pick you up.

Secure Transports

A member having a mental health crisis, may need secure medical transport in a special vehicle. This means a doctor or peace officer has decided the member is in danger of harming themselves or others. The member may also need immediate care, custody, or treatment.

When medically needed, one other person may go with the member. This person is an assistant to the member and must meet legal guidelines. Examples include, but are not limited to, a parent, legal guardian, or escort.

TransLink will approve medical secure transports for OHP-covered medical services ordered by a court, except going to court or commitment hearings (unless there is no other funded ride choice) or if the member is in custody.

You may lose your ride privileges if you threaten harm to the driver or others in the vehicle. Rides may be

suspended if your behavior puts the life of the driver or others in the vehicle at risk of harm.

Urgent Rides

If you have an emergency, call 911. TransLink cannot arrange emergency ambulance rides.

Urgent rides can be set up if a driver is available. Urgent means the healthcare appointment is:

- Needed right away,
- Was not scheduled in advance, and
- Was not planned for.

If you have an urgent need for a ride when TransLink is open, call customer service.

You might have an urgent need for a ride when TransLink is closed. A ride provider in your area may be able to give you a ride. Follow these steps:

- **First:** Call the TransLink phone number and listen to the after-hours message.
Toll free phone number:1.888.518.8160, TTY: 7-1-1
- **Next:** Follow the instructions on the phone message.

One more attendant may go with the Member at no for no added charge when medically needed, such as to administer medications or to satisfy legal needs including, but not limited to, when a parent, legal guardian, or escort is needed during transport.

Mileage Cost Help

If you or someone you know can drive you to your healthcare appointments, you can get help with the travel costs for trips out of your local area, in urban areas, 30 miles or 30 minutes and for rural areas, 60 miles or 60 minutes. Travel costs may include reimbursements for mileage, meals, and lodging. Funds will be paid to you, the Member directly unless the Member has a guardian or POA.

Members can be reimbursed for meals when they are out of their area as defined in OAR 410-141-3515 and for a minimum of four hours round trip. Members will be reimbursed for lodging when they would otherwise have to begin travel to appointment before 5 a.m. or the appointment ends after 9 p.m. or if there is a documented medical need or more circumstances. Mileage for travel is paid at \$0.25 cents per mile for the shortest way to your healthcare appointment. Lodging rates are \$40.00 per day. Meals rates are \$12.00 per day, which includes:

- Breakfast \$3.00- Travel begins before 6:00 a.m.
- Lunch \$3.50- Travel must span the entire period from 11:30 a.m. through 1:30 p.m.
- Dinner \$5.50- Travel ends after 6:30 p.m.

Members will be reimbursed at rates not less than the allowable rates. Members must return documentation before receiving reimbursement. Reimbursements under \$10 may be held until the member's reimbursement reaches \$10.

An attendant may be reimbursed for meals or lodging if the member is a minor child and unable to travel without an attendant, the attending physician gives a signed statement indicating the reason an attendant must go with the member, the member is mentally or physically unable to reach their appointment without assistants, or would be unable to return home without help after the treatment or service. Reimbursement for added attendants or under more circumstances at the providers discretion. Lodging rates for an attendant are \$40.00 per day (if staying in separate room). Meals rates for an attendant are \$12.00 per day (Breakfast \$3.00, Lunch \$3.50, Dinner \$5.50).

Contact TransLink to set up travel cost help.

Follow these steps to request mileage cost help:

1. Call TransLink to request the ride help **before** the healthcare appointment.
Toll free phone number: **1.888.518.8160, TTY: 7-1-1**
2. Complete your section of the Healthcare Visit Verification form and take it with you to your appointment. You can find the Health Care Visit Verification form on the <https://rvtd.org/accessible-transportation/translink/> site.
3. When you are at your appointment, have your healthcare provider complete their section of the form.
4. Return the completed form to TransLink within 45 days of your healthcare appointment. TransLink will give the mileage funds within 14 days of receiving your completed form. Overpayments may be recovered from a member for the following: For mileage, meals and lodging, and another resource paid directly, monies paid were not used for the approved purpose, for public transportation or common carrier tickets or passes that the member sold or transferred to another.

We will not reimburse you if we receive your verification form and any needed receipts more than 45 days after your visit.

Cascade Health Alliance is not responsible for arranging transportation when the member uses public transportation or when the member or another person receives a mileage reimbursement for the ride.

Urgent appointment: If you have an unplanned, urgent appointment, please call as soon as you can to request ride cost help.

Rides to the Pharmacy

Rides to the pharmacy are available only:

- During a scheduled return ride from a healthcare appointment, or
- For urgent, critical needs

You may want to consider filling prescriptions through a mail order. This is an OHP benefit. The mail order pharmacy will fill your prescription and send it to you. Contact Cascade Health Alliance Customer Service for

help signing up for mail order pharmacy.

Cascade Health Alliance Phone number: 541.883.2947

When to Be Ready?

Rides to your healthcare appointment:

- Be ready 15 minutes before your pickup time. Drivers will arrive within the 15 minutes before your pickup time.
- Drivers will arrive 15 minutes before to pick up time and will deliver members to appointments 15 minutes before to appointment time to make sure members arrive at their destination with enough time to check in and prepare for an appointment.
- Drivers only need to wait for 15 minutes past your pickup time, so it is important to be ready when they arrive. Drivers must tell the dispatcher before leaving from the pick-up location.
- If your driver has not arrived by 10 minutes after your scheduled pickup time, call TransLink. Staff will check that they are on their way. Member's waiting time shall not exceed 15 minutes past the scheduled pick-up time.
- Drivers cannot ask that you arrive at your scheduled appointment more than (1) hour before your appointment time.

Rides home from your healthcare appointment:

- Your driver will give you instructions for your return ride when they drop you off. If they do not, make sure to ask. Some drivers will not come to take you home until you call them.
- For rides not pre-arranged you may need to wait up to one hour from the time you call or your scheduled pick-up time for your driver to pick you up. If your driver has not arrived after one hour, call TransLink. Staff will check to see that a driver is on the way.

Canceling a Ride

If you will not need the ride you scheduled, please call TransLink as soon as you can.

Toll free phone number: 1.888.518.8160, TTY: 7-1-1

If TransLink is closed, please leave a message. Call the Ride Center and press 3 once you reach the "After Hours" message. Include the following:

- Your name (spell it out slowly)
- Date of scheduled ride
- Time of scheduled ride
- Your phone number

Rider No-Shows

If you are not going to need a ride please cancel as soon as possible. The ride is considered a “no- show” if you are not ready at the pickup time and have not canceled the ride before the driver leaves to pick you up.

Rider no-shows can make it hard for TransLink to arrange rides for you. If you have several no-shows, TransLink may need to make special arrangements for your future rides. Special ride arrangements may include, but are not limited to the following:

- You may have to call before your ride to confirm.
- You may be asked to always have someone go with you to help you.
- You may not be allowed to set up rides more than five days before your appointment.

Service Changes

Members can cancel or change a ride after scheduling. Please let us know as soon as possible and no later than two hours before to your scheduled pickup time. We may not be able to accommodate last-minute changes, but we will always do our best.

Cascade Health Alliance or TransLink may need to change or cancel NEMT services to members for the following reasons:

- Unforeseen schedule changes.
- A member has a health condition that presents a direct threat to the driver or others in the vehicle.
- A member threatens harm to the driver or others in the vehicle or engages in behavior or creates circumstances that puts the driver or others in the vehicle at risk of harm.
- A member engages in behavior that, in the CCO’s judgement, causes local medical providers or facilities to refuse to further services without changing NEMT services to make sure providers will offer the covered services to a member.
- A member often cancels or does not show up for the scheduled NEMT services on the date such services is to be given.

If a ride is cancelled there is the prompt reassignment of the affected trip to another NEMT provider when necessary.

Cascade Health Alliance or TransLink will let members know about service changes in writing.

What to Expect from TransLink?

TransLink will meet all the needs for vehicle safety under OAR 410-141-3925 as well as local licensing and permit requirements. All vehicles will be inspected regularly for mechanical, cleanliness, and safety.

- Interior of the vehicle shall be clean and clutter free.
- A preventative maintenance schedule shall be followed for each vehicle and shall include inspection of

the following equipment:

- Side and rearview mirrors
- Horn
- Heating, air conditioning, and ventilation systems; and
- Working turn signals, headlights, taillights, and windshield wipers
- Smoking and vaping is not allowed in the vehicle at all times in accordance with ORS 433-835.
- All vehicles shall include, without limitation, the following safety equipment:
 - Safety belts for all passengers if the vehicle is legally required to have safety belts
 - First aid kit; Fire extinguisher
 - Roadside reflective or warning devices
 - Flashlight
 - Tire traction devices when needed
 - Disposable gloves and
 - All equipment necessary to securely transport members using wheelchairs or stretchers in accordance with the Americans with Disabilities Act of 1990

What to Expect from Your Driver?

Drivers will meet all the needs of and have undergone all the pre-hire activities needed under OAR 410-141-3925, which include verification of State driver's license with any required endorsements, screening for exclusion from participation in federal programs, and background checks.

Drivers must tell you when they arrive by calling, knocking on your door, or by coming into the lobby of the facility. If you need help, please let TransLink know when you schedule your ride. If you will need help at your appointment, help to eat, go to the restroom, and so on, you may need to bring someone to help you. (See Attendant section on page 11).

Drivers can:

Help you walk up or down one or two steps. *Some* drivers can help you go to and from your door to the vehicle and help you into the lobby of the healthcare facility. Drivers *cannot* help you beyond that point. If you need this help, you will need to bring someone to help you.

Drivers need to be aware the members may not be asked to arrive at their scheduled appointment more than one (1) hour before their appointment time.

Driver may arrive before the scheduled pick-up time, but the member does not have to get into the vehicle before the scheduled pick-up time.

Drivers cannot:

- Enter your home or room (except for a hospital discharge or a stretcher car transport).

- Help you get ready for transport (dressing, and so on).
- Transfer you between bed and wheelchair, or wheelchair and vehicle.
- Help you with any personal needs during your ride.
- Ask for or accept fares or tips.
- Drop off members more than 15 minutes before the office or facility opening unless requested by the member or, as applicable, the member's guardian, parent, or representative.
- Pick up members more than 15 minutes after the office closes, unless the appointment is not expected to end within 15 minutes after closing, or is requested by the member or, as applicable, the member's guardian, parent, or representative.

Be aware that drivers cannot change your assigned pick-up time without approval from TransLink.

Attendants

If you need more help than your driver can give, you must bring someone to help you. An Attendant is a personal care helper who travels with you to your appointment. TransLink will determine whether you require assistance and whether your attendant meets requirements for an attendant. This determination is based on the following: Children 12 years of age and under and members with special physical or developmental needs regardless of age must be accompanied by an adult attendant. You will need to bring your own helper. TransLink cannot offer an attendant for you. An attendant may be the member's mother, father, stepmother, stepfather, grandparent, or guardian. For children 12 years of age and under, the attendant may be any adult 18 years or older approved by the member's parent or guardian.

When you schedule your ride, please let TransLink know if you will be bringing someone to help you. TransLink will screen you to check to see if requirements shown above are met. TransLink can schedule the ride for you plus **one adult** to help you. There is no charge for your attendant's ride.

Rides will not be arranged for extra children, family members, or friends.

Children

There are some special rules for rides for children:

- Children 12 years of age and under must ride with an adult. Please tell who the adult will be when you schedule the ride.
- The adult attendant for children 12 and under may be any adult authorized by the member's parent or guardian.
- Children between the ages of 13 and 18 may have an adult come with them, but it is not required.
- All infants and young children must be secured in a car seat or booster seat as required by Oregon law. You must have and secure the seat for a person who weighs less than 40 pounds and who is four feet nine inches or shorter. An NEMT driver may not transport a member if a parent or guardian fails to have a safety seat that complies with state law.

- Car seats may not be left in the vehicle during the appointment, because the same driver may not give the return ride. Or the driver may give others rides during your appointment.

Wheelchair/Mobility Aids

To make sure the right kind of vehicle comes to pick you up, please let TransLink know if you have any of the following when you schedule your ride:

- A mobility aid, such as a manual wheelchair, walker, or cane.
- A portable oxygen tank.
- A wheelchair that is bigger than 30 inches wide, 48 inches long, or more than 600 pounds when occupied.
- A scooter
- A service animal
- Any other special equipment

Safety Belts

All riders must follow all laws for safety belt use. This means all riders must always wear seat belts.

If you need safety belt extensions, please tell TransLink when scheduling your ride.

Riders with a safety belt exemption card must carry it and show it to the driver before every ride.

Adverse Weather Operations

“Adverse weather conditions” includes, but is not limited to, extreme heat, extreme cold, flooding, tornado warnings and heavy snowfall, or icy roads.

In preparation for adverse weather, drivers will make sure that the following items are in their vehicle:

- Adverse Weather “Go-Bag”
- Traction Devices
- Flashlight

When weather conditions are extreme, priority will be given to certain types of transports such as for “critical medical care” including renal dialysis and chemotherapy. All-wheel drive vehicles will be used to ensure service for these transports.

Peak Transportation Operations

If there is above average use or excessively late vehicles (15 minutes+) TransLink will implement the following steps to make sure they have enough vehicles:

- Activate TransLink reserve fleet vehicles.

- Re-route vehicles based on location to ensure prompt service.
- Use more subcontractor vehicles.

Accidents & Incidents

If there is a vehicle accident or a member incident, TransLink shall let Cascade Health Alliance know within 24 hours of the event. The notification will be made in writing (email) and should contain the following information:

1. Driver name
2. Passenger/member name
3. Date, time, and location of accident/incident
4. Description of the event including any injuries sustained
5. Whether the driver or passenger needed medical treatment at a hospital, and if applicable
6. Any police report case number and report if available

Your Privacy

All information you give to TransLink will be kept private.

TransLink will only tell drivers the information that is necessary to give your ride for you.

Medical information is only given to drivers when needed (for example, you use oxygen). Drivers will not share any of your information outside of the ride except with TransLink, Cascade Health Alliance Community Solutions, the Oregon Health Plan, or the Oregon Department of Human Services.

Your Rights and Responsibilities

You have the right to receive safe and dependable transportation services that are right for your needs.

You have the right to ask for interpretation services when talking to Customer Service and ask for materials in a language or format that meets your needs.

You have the right to schedule NEMT rides up to 90 days in advance. You have the right to schedule more than 1 NEMT ride at a time for appointments, such as Dr. appointments that are on-going, up to 90 days in advance.

You have the right to schedule same-day NEMT rides.

If you are unhappy with the service you get from Cascade Health Alliance or TransLink, you have the right to file a grievance (complaint).

You have the right to receive written notice before a denial of, or change in, a service level or benefit is made, unless such notice is not needed by federal or state regulations.

You have the right to give feedback, including if you have concerns or complaints about the service you received, please let us know. Cascade Health Alliance and TransLink can improve services through feedback

from our customers.

You have the right to file an appeal or ask for a hearing when a ride is denied.

Cascade Health Alliance and TransLink cannot bill a member for a ride to or from covered medical services, even if Cascade Health Alliance and TransLink denied reimbursement for the ride services.

Cascade Health Alliance and TransLink will not stop members from making complaints or grievances that have been made before or from filing or sending, the same complaint or Grievance to both the NEMT Subcontractor and CCO.

Cascade Health Alliance and TransLink cannot treat people unfairly in any program or activity because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex, sexual orientation, or veteran status.

As a passenger, your responsibilities include:

- Treating drivers and other passengers with respect.
- Calling us as early as possible to schedule, change or cancel your ride.
- Using seat belts and other safety equipment as required by Oregon law.
- Asking for added stops in advance.
 - If you need to make a stop at a pharmacy or other location, we must approve that. Drivers are allowed to make only stops that we approved.

How to Make a Grievance (Complaint)

If you are unhappy with or feel that you have been treated unfairly by Cascade Health Alliance, your health care services or your provider, you can make a complaint. You can have someone help you file a complaint. Your provider or representative can do this with your consent. You can let us know if you are concerned about denied services, driver or vehicle safety, quality of service, fairness of service and access to services. Cascade Health Alliance and TransLink have processes to document and respond to your complaint. It does not matter if your complaint is about TransLink or Cascade Health Alliance.

Ways to file a complaint:

1. Call Cascade Health Alliance Customer Service at 541.883.2947 or Toll Free at 1.888.989.7846, 711 TTY
2. Call TransLink Customer Service Toll Free at 1.888.518.8160, 711 TTY
3. Send us a letter to:
Cascade Health Alliance
2909 Daggett Avenue, Ste 225
Klamath Falls, OR 97601
4. Fill out a complaint form on the Cascade Health Alliance website at <https://www.cascadehealthalliance.com/forms/complaint-form/>

5. Email us at appealsandgrievances@cascaedcomp.com
6. Fill out a complaint form on the OHA website at www.oregon.gov/hsd/ohp/pages/complaints
7. Mail your complaint to OHP Client Services at PO Box 14015, Salem OR 97309
8. Call OHA Toll Free at 1.800.273.0057, 711 TTY.
9. Whether you file a complaint with Cascade Health Alliance, TransLink, or OHA, you will get a decision letter about your complaint from us in writing within five (5) workdays. If more time is needed to get a decision, we will let you know in writing. All decisions will be made within 30 days and sent to you.

You can report any kind of discrimination to CHA or our Non-Discrimination Coordinator through the following ways:

1. Call Cascade Health Alliance Customer Service at 541.883.2947 or Toll Free at 1.888.989.7846, 711 TTY
2. Call TransLink Customer Service Toll Free at 1.888.518.8160, 711 TTY
3. Send us a letter to:

Cascade Health Alliance
2909 Daggett Avenue, Ste 225
Klamath Falls, OR 97601

4. Fill out a complaint form on the Cascade Health Alliance website at <https://www.cascadehealthalliance.com/forms/complaint-form/>
5. Email us at appealsandgrievances@cascaedcomp.com
6. Oregon Health Authority (OHA) Civil Rights
Web: www.oregon.gov/OHA/OEI | Email: OHA.PublicCivilRights@state.or.us
Phone: (844) 882-7889, 711 TTY
Mail: Office of Equity and Inclusion Division,
421 SW Oak St., Suite 750,
Portland, OR 97204
7. Bureau of Labor and Industries Civil Rights Division
Phone: (971) 673-0764
Email: crdemail@boli.state.or.us
Mail: Bureau of Labor and Industries Civil Rights Division,
800 NE Oregon St.,
Suite 1045, Portland, OR 97232
8. U.S. Department of Health and Human Services Office for Civil Rights (OCR)
Web: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
Phone: (800) 368-1019, (800) 537-7697 (TDD)

Email: OCRCComplaint@hhs.gov

Mail: Office for Civil Rights,

200 Independence Ave. SW, Room 509F, HHH Bldg.,

Washington, DC 20201

If you need help to make a complaint, file an appeal or ask for a hearing, let us know. Reasonable accommodations are available for free. We can sit down with you to answer questions and fill-out forms. You can also use toll-free numbers for TTY/TTD and interpreter services, auxiliary aids, and services from our office. If you need help from certified community health workers, peer wellness specialists, or personal health navigators, we can help get that set up too.

Denial of Service

Before mailing a Notice of Adverse Benefit Determination (NOABD) to a member, TransLink will have a secondary review by another employee when the first screener denies a ride. TransLink will mail, within 72 hours of the denial, a NOABD to: the member denied a ride; and the provider the member had an appointment scheduled with if the provider is part of Cascade Health Alliance network and asked for the ride on the members behalf. To appeal any denial, see the Appeals and Complaints section.

- All NEMT services will be reviewed twice before a NOABD is sent to a member.
- Cascade Health Alliance will mail, within 72 hours of denial, a NOABD to:
 - o A member denied a ride; and
 - o The provider or other third-party where the member's appointment was scheduled.

If you feel you have been denied services unfairly, you have the right to ask for an appeal. You must ask for an Appeal within 60 days of the denial (NOABD) date. If you are denied a service but did not get a NOABD, you or your provider can ask us for one. If you ask an appeal and the service is still denied, you can ask for a fair hearing. When you are denied a service based on the program rules, you will always receive a letter that cites the rule and reason for the denial. This letter will also explain the appeals process.

How to file an Appeal

In an appeal, a different health care professional at Cascade Health Alliance will review your case. Ask Cascade Health Alliance for an appeal by:

- Calling Customer Service at 541.883.2947, Toll Free 1.888.989.7846, 711 TTY, or
- Writing Cascade Health Alliance a letter. Mail it to us at: Cascade Health Alliance Appeals 2909 Daggett Ave., Suite 225; Klamath Falls, OR 97601
- Filling out and mail OHA's Request to Review a Health Care Decision (OHP form number 3302). You can mail it to Cascade Health Alliance at the address above.
- You can ask your provider to appeal the decision for you.
- If you need help, call us. We can help you fill out an appeal form.

You can ask someone like a friend, case manager, or provider to help you. You may also call the Public Benefits Hotline at 1.800.520.5292 for legal advice and help. These people can all be involved in the appeal process.

Your provider can challenge the failure to cover a service.

Cascade Health Alliance will always resolve your appeal as soon as your health requires. We have a maximum of 16 calendar days to send you a reply. We can take up to 14 more days to get a reply to you. If more time is needed, we will send you a letter within two (2) calendar days to tell you why. We will also try to call you.

If you disagree with the time extension, you may file a complaint. You can file a complaint several ways. You can call us at 541-883-2947. Fill out a Complaint form on our website <https://www.cascadehealthalliance.com>. You can mail your complaint to us at: 2909 Daggett Ave, Suite 225, Klamath Falls, OR 97601

If we take longer than 30 days to reply, you can ask the state for a review. This is called a hearing.

You can ask for a fast appeal. This is also called an expedited appeal. Call us or fax the request form. *Fast appeals cannot be requested for services you already received*

Ask for a fast appeal if waiting for the regular appeal could put your life, health, or ability to function in danger. We have 72 hours to reply if you get a fast appeal. You may not meet the rules for a fast appeal. If that happens the appeal will move to the normal timeline of 16 days. If we need more time, we will call you and send you a letter within 14 days.

While you wait for your Appeal decision, you can keep on getting a service that already started before our original decision to stop it. You must ask us to continue the service within 10 days of getting the denial (NOABD) that stopped it.

You will get a **Notice of Appeal Resolution** from us in 16 days letting you know if the reviewer agrees or disagrees with our decision. If we need more time to do a review, we will send you a letter saying why we need up to 14 more days.

If there is a 14-day extension of your appeal, you will receive a phone call and a letter from Cascade Health Alliance. If we do not meet the timelines for a decision of a standard appeal or 14 day extension of an appeal, then you or your provider have the right to ask for a Contested Case Hearing. To ask for a hearing, follow the instructions below under "How to Get an Administrative Hearing."

How to Get an Administrative Hearing

If your appeal was denied you can ask for a state fair hearing with an Administrative Law Judge. You will have 120 days from the date on your Notice of Appeal Resolution (NOAR) to ask the state for a hearing. Your NOAR letter will have a hearing request form that you can send in. It is the same form you use to request an appeal. It is OHA's Request to Review a Health Care Decision (OHP form number 3302). You can mail it to Cascade Health Alliance at the address above.

You can also ask us to send you the hearing request form, or call OHP Client Services at 800.273.0557, TTY 711, and ask for form number 3302. At the hearing, you can tell the judge why you do not agree with our decision and why the services should be covered.

You can ask for a faster, expedited, hearing. Call the state at 800-273-0557 (TTY 711) or use the request form that was sent with this letter. Get the form at <https://bit.ly/request2review>. The state will call you to follow up within two (2) of your request. They will send a letter if your request is denied.

You do not need a lawyer, but you can have one or someone else, like your doctor, with you. If you hire a lawyer, you must pay their fees. You can ask the Public Benefits Hotline (a program of Legal Aid Services of Oregon and the Oregon Law Center) at 800.520.5292, TTY 711, for advice and representation. Information on free Legal Aid can also be found at www.oregonlawhelp.org.

A hearing often takes more than 30 days to prepare. While you wait for your hearing, you can keep on getting a service that already started before our original decision to stop it. You must ask us to continue the service within 10 days of getting the NOAR that stopped it. If you continue the service and the judge agrees with the original decision, you may have to pay the cost of the services that you received after the Effective Date on the original NOAR.

If you have questions about Cascade Health Alliance's Grievance and Appeal system, just ask.