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Date: December 8, 2023

To: Fee-for-service (FFS) non-emergent medical transportation (NEMT) brokerages and providers

From: Nathan Roberts, Health and Professional Services Policy manager
Medicaid Programs

Subject: Visit verifications not required for travel to access substance use disorder (SUD) treatment or Women, Infants and Children (WIC) program services

Effective immediately, the Oregon Health Authority (OHA) asks brokerages to verify appointments with WIC or SUD treatment locations as follows:

- When arranging the rides, staff must confirm WIC or SUD appointments with the OHP member without separate confirmation.
- Brokerages cannot separately confirm the appointment with the WIC or SUD clinic.

Brokerages must continue visit verifications with all other provider offices and appointment locations.

Why is this happening?

WIC and SUD visits require member consent to disclose personal health information, such as appointment verifications, with other entities. OHA does not expect or require brokerages to obtain the written consent required for WIC and SUD clinics to share this information.

What should you do?

Please be sure approve travel for WIC and SUD services that qualify for OHP coverage.

Ensure staff arranging NEMT rides do not verify appointments with WIC or SUD locations. Staff only need to verify the appointment with the member. Update policies and procedures as needed.

Questions?

- **FFS brokerages:** Please contact Operations and Policy Analyst [Jenni Claiborne](#) or [Michelle Meuwissen](#).
- **CCO brokerages:** Please contact [the member's CCO](#).

Thank you for your continued support of the Oregon Health Plan and the services you provide to our members.