




NEMT Rider Guide



Oregon Health Plan





Upon request, everyone has a right to know about CHA’s programs and services. All members have a right to use our programs and services. We provide free help when you need it. Some examples of the free help we can provide are: sign language interpreters, spoken language interpreters for other languages, written materials in other languages, braille, large print, audio, and other formats within 5 business days.

Contact us:

Cascade Health Alliance

2909 Daggett Avenue, Ste 225

Klamath Falls, OR 97601

info@cascadecomp.com

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

CHA member/customer service phone number: 541.883.2947

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?

NEMT or Non-Emergent Medical Transportation is a covered benefit for Cascade Health Alliance (CHA) members on the Oregon Health Plan (OHP). Cascade Health Alliance partners with TransLink to provide 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 reliable 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/attendants
- Children, walkers, wheelchair (mobility aids), and safety belts
- Your privacy feedback

Rider Guide

Cascades Health Alliance

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Introduction

Do you need transportation to your medical appointments? Cascade Health Alliance provides NEMT to its members through a partnership with TransLink. Dual eligible members are provided NEMT services if you are traveling to a Medicaid or Medicare covered appt 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 all three of 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 need help getting there.

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 Monday through Friday, 8 a.m. to 5 p.m.

TransLink can schedule rides to healthcare appointments any time of day, 365 days a year. However, 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 6:00 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 their authorized representative can call Cascade Health Alliance and/or TransLink to request a ride. Such representatives include community health workers, family members, foster parents, adoptive parents, personal care attendants and other providers delegated with this authority. Providing Covered NEMT Services twenty-four (24) hours a day, three hundred and sixty-five (365) days a year and, in accordance with OAR 410-141-3920; permitting members to schedule:

- Same day for NEMT Services,
- Up to 90 days in advance, and
- Multiple NEMT Services at one time for reoccurring appointments up to 90 days in advance.

Contact us:

Cascade Health Alliance

2909 Daggett Avenue, Ste 225

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info@casadecomp.com

TransLink

Phone number: 541.842.2060

Toll free phone number: 1.888.518.8160.

TTY: 7-1-1

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 medical appointment. You need to try and call 24 hours in advance of when 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 you call TransLink customer service. They will find the best and least expensive transportation 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
- What is your preferred method and time of contact (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 healthcare facility
- 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. This is for finding the best solution for your transportation needs. We will tell you within 24 hours if your request is approved or denied. If your appointment is within 24 hours, TransLink will let you know a decision sooner than that.

We will let you know about your transportation arrangements before the date of your service. Arrangement information will include name and telephone number of the NEMT provider, the scheduled time and address of pick-up, and the name and address of the provider you are going to. NEMT provider may inform members of the transportation arrangement during the phone call requesting NEMT service.

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 transportation arrangements.

To schedule a ride for a child 12 years of age and under, (See the Children section on page 8).

Please be sure to schedule your return trip ride as well. Once you have a return trip scheduled, you can call will call for your pickup.

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 determined 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. They can give medicine or meet legal requirements during the trip. Examples include, but are not limited to, a parent, legal guardian, or escort.

TransLink will authorize 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 transportation option) 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 or check the TransLink website to find a link to a list of ride providers.

Website: <https://www.cascadehealthalliance.com/for-members/schedule-a-ride/>

Mileage Cost Help

If you have access to a car, you can get help with the travel costs. Funds can be paid to you, a caregiver, family member, or friend.

Mileage for travel is paid at 25 cents per mile for the shortest way to your healthcare appointment. Contact TransLink to set up travel cost help.

Follow these steps to request mileage 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 provide the mileage funds within 15 days of receiving your completed form.

Urgent appointment: If you have an unplanned, urgent appointment, please call within two days of the appointment 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 prior to pick up time and will deliver members to appointments 15 minutes prior to appointment time to ensure members arrive at their destination with sufficient time to check in and prepare for an appointment.
- Drivers are only required to wait for 15 minutes past your pickup time, so it is important to be ready when they arrive. Drivers must notify the dispatcher before departing 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 require 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 9 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 an attendant go with 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 prior 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 and/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 frequently cancels or does not show up for the scheduled NEMT services on the date such services is to be provided.

What to Expect from TransLink?

TransLink will meet all the requirements for vehicle safety under OAR 410-141-3925. 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 prohibited 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 provide safety belts
 - First aid kit; Fire extinguisher
 - Roadside reflective or warning devices
 - Flashlight
 - Tire traction devices when appropriate
 - 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 requirements under OAR 410-141-3925. Drivers will have required screening, credentialing, and background checks done.

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 the

healthcare facility, help to eat, go to the restroom, and so on, you will need to bring a caregiver to help you. (See Attendant section on page 8.)

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 provide your own attendant to help you.

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

Driver cannot not drop off member more than 15 minutes prior to office or facility opening and closure hours, unless requested by the member or, as applicable, the member's guardian, parent, or representative.

Driver may arrive before the scheduled pick-up time, but the member may not be required to board the vehicle prior to 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.

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

Attendants

If you need more help than your driver can provide, an attendant must come with you. An Attendant is a personal care helper who travels with you to your appointment. You will need to provide your own attendant. TransLink cannot provide an attendant for you. An attendant may be the member's mother, father, stepmother, stepfather, grandparent, or guardian. The attendant may also be any adult 18 years or older authorized by the member's parent or guardian.

When you schedule your ride, please let TransLink know if an attendant will be coming with you. TransLink can schedule the ride for you plus **one adult** attendant. 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.

- 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 provide and secure the seat in the ride vehicle.
- Car seats may not be left in the vehicle during the appointment, because the same driver may not provide 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 are required to follow all laws regarding 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 ensure 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 utilized to ensure service for these priority transports.

Peak Transportation Operations

In the event of above-average utilization or excessively late vehicles (20 minutes+) TransLink will implement the following steps to ensure adequate capacity:

- Activate TransLink reserve fleet vehicles.
- Re-route vehicles based on proximity to ensure timely service.
- Employ additional subcontractor vehicles.

Accidents & Incidents

In the event of a vehicle accident or a member incident, TransLink shall notify Cascade Health Alliance within twenty-four (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 required medical treatment at a hospital, and if applicable
6. Any police report case number and report if available

Your Privacy

All information you provide to TransLink will be kept private.

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

Medical information is only provided 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

If you are unhappy with the service Cascade Health Alliance or TransLink provides, you have the right to make a 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 required by federal or state regulations.

You have the right to provide 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 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.

You have the right to file an appeal when a ride is denied.

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

CHA and TransLink will not preclude members from making complaints or grievances that have been made previously or from filing or submitting, the same complaint or Grievance to both the NEMT Subcontractor and CCO.

CHA 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.

How to Make a Grievance (Complaint)

If you are unhappy with or you 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 have a concern about denied services, driver/vehicle safety, quality of service, fairness of service and access to services.

There are several 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@casadecomp.com
6. Fill out a complaint form on the OHA website at <https://www.oregon.gov/oha/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 Compliance@casadecomp.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://https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Phone: (800) 368-1019, (800) 537-7697 (TDD)

Email: OCRComplaint@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 at no cost to you. 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

Possible reasons for Denial

1. denial of services in full or in part,
2. driver or vehicle safety,
3. quality of services,
4. appropriateness of services, and
5. access to services.

Prior to mailing a Notice of Adverse Benefit Determination (NOABD) to a member, TransLink will provide a secondary review by another employee when the initial 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, as long as the provider is part of Cascade Health Alliance network and requested the transportation on the members behalf. To appeal any denial, see the Appeals and Complaints section.

If you feel you have been denied services unfairly, you have the right to request an appeal. If you request an appeal and the service is still denied, you can request 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.

- All NEMT services will be reviewed twice prior to a NOABD being sent to a member.
- Cascade Health Alliance will mail, within 72 hours of denial, a NOABD to:
 - A member denied a ride; and

- The provider or other third-party with which the affected member was scheduled for an appointment.

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 and mailing it to us at: Cascade Health Alliance Appeals 2909 Daggett Ave., Suite 225 Klamath Falls, OR 97601
- Filling out and mailing Cascade Health Alliance an Appeal and Hearing Request, OHP form number 3302
- You can ask your provider to appeal the decision for you.
- If you want help with this, call and we can help you fill out an appeal form.

You can ask someone like a friend or case manager to help you. You may also call the Public Benefits Hotline at 1.800.520.5292 for legal advice and help.

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.

You can also ask us to send you a 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 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 possible 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 Notice of Appeal Resolution (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.