

OPI-M Transportation QRG

Updated: April 22, 2026

This Quick Reference Guide (QRG) will:

- Explain the differences between assisted and community transportation,
- Describe how transportation services are prior authorized,
- Provide information about non-emergency medical transportation options, including Older Americans Act (OAA) Title IIIB: supportive services; and
- Provide a questions and answers (Q and A) section for frequently asked questions.

Definitions

Assisted transportation means escort services that aid an individual who has difficulties (physical or cognitive) using regular vehicular transportation and includes those services and supports provided so that the individual may access their local community to engage in services necessary to meet their Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL). Assisted transportation must be prior authorized by the Services Case Manager (SCM) as part of a comprehensive service plan.

Community transportation means non-medical transportation provided by a contracted transportation provider or by a service provider with a Medicaid provider number and prior authorized as part of an Oregon Project Independence-Medicaid (OPI-M) service plan by the SCM.

Comparison chart

Note: When available to an eligible individual, natural support, volunteer transportation, public transportation, and other transportation services are considered a prior resource and may not be replaced with transportation paid for by the department. Unmet transportation needs may be part of an OPI-M service plan.

	Assisted transportation	Community transportation
Who can provide transportation services?	Homecare workers (HCWs) or In Home Care Agencies (IHCAs) with a valid Medicaid provider number.	Contracted transportation providers, HCWs or IHCAs with a valid Medicaid provider number.
How is the service authorized?	Hours are prior authorized by the SCM on the Oregon ACCESS (OA) service plan.	Ride destinations, mileage, and frequency must be prior authorized by the SCM on the OA service plan.
How may the service be accessed?	May be provided by the paid caregiver to assist with ADL and IADL care while out in the community. This can be to attend church, go shopping, attend an appointment, go to a community event, etc.	Can be used to support the individual's well-being and for access to community-based services, activities, and resources if community integration is a goal in the individual's person-centered service plan and ADL/IADL care is needed in the community.

May the service be used for a medical appointment?	Assisted transportation may be provided during medically related transportation if related to ADL or IADL needs and part of the prior authorized service plan.	No, community transportation cannot be used for medically related transportation, such as rides to a clinic or medical appointment.
How many miles may be authorized?	Mileage is not authorized for Assisted Transportation. The time needed to escort the individual to assist with ADL/IADL care may be authorized as part of the individual's total approved hours on the service plan. Additional hours for assisted transportation should not be approved.	HCWs and IHCAs: A maximum of 100 miles per pay period. Contracted transportation: A maximum of eight one-way rides per pay period. Note: Any additional miles or rides must be approved by Central Office and may be requested at https://forms.office.com/g/7aHvtKnZ4U

How is the provider paid?	HCWs: Claim their time worked in the Oregon Provider Time Capture system (OR PTC DCI). IHCAs: Bill for hours by submitting a claim in MMIS.	Contracted transportation: Providers are reimbursed according to the terms of their contract with the Department. HCWs: Claim the mileage driven in the Oregon Provider Time Capture system (OR PTC DCI). IHCAs: Bill for mileage by submitting a claim in MMIS.
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Mileage prior authorization

Mileage for community transportation must be prior authorized and added to the service plan by the SCM.

To add mileage to the service plan, follow these steps:

1. Select the line for the HCW or IHCA and then select 'Provider Detail' button.

Benefit Eligibility and Service Planning

Assmt Date: 08/09/24 Valid Until: 08/31/25 Pay Date: 09/06/25

Benefits Ben Act

Service Category/Benefit	Begin Date	End Date	Status
OPI - Medicaid	09/03/2024	09/06/2025	Approved

Hours Segments

Hours #	Begin Date	End Date	Status	Alwd	Excp
1	09/03/2024	09/06/2025	Approved	40	0

Plans For OPI - Medicaid Benefit (Read Only)

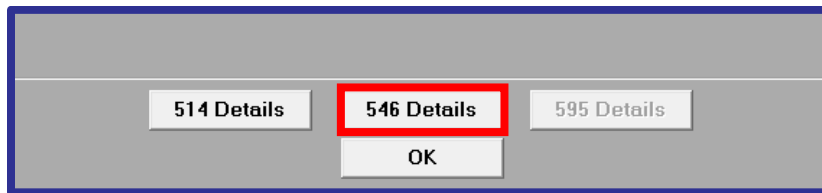
Plan #	Begin Date	End Date	Status
1	09/03/2024	09/06/2025	Approved

Services For Plan #1 Pln Act

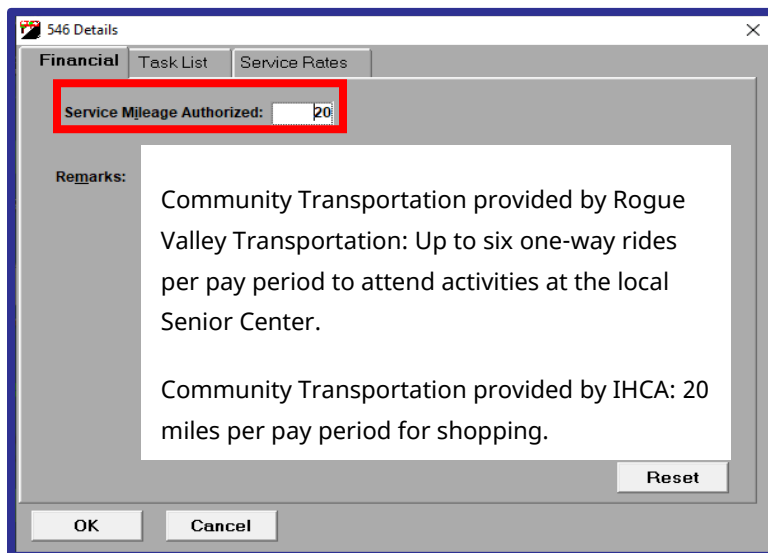
Row #	Services	Provider Name	Begin Date	End Date	Invalid Entry
1	Case Management	Case Manager	09/03/2024	09/06/2025	
2	In-Home Care Agency Cor	RIGHT AT HOME SOUTHERN	09/03/2024	09/06/2025	
3	Non-Medical Transportation	ROGUE VALLEY TRANSPC	09/03/2024	09/06/2025	

Provider Search Needs Association View/Assign Hours **Provider Detail**

2. Select the '546 Details' button.



3. Enter the authorized mileage in the 'Service Mileage Authorized' section and a description of the prior authorized miles or rides in the 'Remarks' section.



Note: Community Transportation mileage may only be authorized for HCWs if the provider is utilizing their own vehicle and must hold a valid driver's license and motor vehicle insurance. See [APD-AR-18-066](#) for more information.

4. If community transportation is selected with a contracted provider, verify with the contracted transportation provider if they are willing to accept the OPI-M individual for rides. The match rate for OPI-M individuals is six percent higher than other K-Plan or LTSS eligible individuals, which may prevent a contracted transportation provider from accepting the referral.
5. Once confirmed with the contracted transportation provider, submit the [Referral Form for Community Transportation with Contracted Providers](#) and send to the contracted provider. The contracted transportation provider may also have their own referral forms and process to follow if applicable.
 - a. Ensure it is indicated the individual is receiving OPI-M services in the 'notes' section of the referral. This is important for billing purposes.

- b. Any approved destinations not included on the form may be described in the 'number of one-way rides to approved destinations prior-authorized per month' section of the referral.

6. Print or save the 546N form for processing, per your local office procedure.

Contracted transportation provider monthly invoices

The AAA or Aging and People with Disabilities (APD) office holding the OPI-M case is responsible for reviewing the monthly OPI-M non-medical transportation (NMT) ridership record to ensure accuracy. This review must include:

1. Verifying that each individual receiving services was approved for OPI-M NMT during the billing month.
2. Confirming the number of rides provided does not exceed the authorized limit (i.e., eight rides per pay period, per [OAR 411-016-0120\(5\)](#)).
3. Ensuring that the monthly ridership record aligns with the information submitted on the invoice.

After completing this review, the AAA or APD office must notify the APD staff member responsible for invoice preparation that the OPI-M entry is accurate. APD will then approve the invoice and forward it for processing.

Non-emergent medical transportation

Mileage and rides for non-emergency related medical transportation cannot be authorized through OPI-M. Mileage reimbursement for medically related trips is part of the services provided by the Oregon Health Plan (OHP) ([Non-Emergency Medical Transportation \(NEMT\)](#)). If individuals do not have OHP, they should check for medical transportation eligibility through any other Medicare Advantage or private insurance plan they have.

To find an individual's local ride service, view Oregon Health Authority's (OHA) [map of local ride services](#).

OAA Title IIIB: supportive services

If no other non-emergency medical transportation options are available to the individual, SCMs at AAA offices may request to use OAA Title IIIB: Supportive Services to pay mileage expenses provided by an HCW or IHCA. Some areas may also be able to provide alternative transportation options such as bus passes or travel vouchers.

Availability varies by area. Please check with your local AAA office.

Question and answer (Q and A)

- 1. Question:** Can OPI-M eligible individuals use assisted and community transportation to go to the movies?

Answer: Yes. If attending a movie supports the individual's community integration goals and they require ADL or IADL assistance, a paid caregiver may use existing authorized service hours to provide care during the outing (assisted transportation). Preauthorized mileage may also be used to transport the individual (community transportation).

Additional service hours will not be authorized for this purpose. Individuals should be aware that using caregiver time for outings may mean other tasks are not completed during the pay period. Paid providers are not expected to clock in and out during the outing.

- 2. Question:** Can a paid provider claim mileage to transport individuals to medical appointments if the individual requires assistance during the ride or during the medical appointment?

Answer: No. The paid provider can claim existing hours approved on the service plan if the individual requires ADL or IADL care during the ride or during the medical appointment through assisted transportation. The paid provider cannot claim mileage to transport the individual to medical appointments.

- 3. Question:** Can an individual in a rural area get extra miles approved through community transportation to go to recreational places, like a craft store, library, senior center, etc.?

Answer: Miles provided by a paid caregiver can be approved up to 100 miles per pay period for outings related to meeting service plan goals. If contracted transportation is being used, eight one-way rides may be approved. Any additional miles or rides must be staffed with and approved by Central Office.

- 4. Question:** How many miles and contracted rides can a case manager approve if the individual wishes to use both?

Answer: Case managers can split mileage and contracted ride authorizations. For example, if an individual requests to use 4 one-way contracted rides per pay period, they can still utilize up to 50 miles per paid period from their paid caregiver.

- 5. Question:** Can individuals have mileage approved through community transportation for their HCW to drive them to a community outing (e.g., the gym) if they do not require any ADL or IADL assistance while there?

Answer: No. Mileage through community transportation may only be authorized when the individual requires assistance with an ADL or IADL as part of assisted transportation. This includes situations where the paid caregiver is needed to help the individual access the community or meet an ADL or IADL need while in the community.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or [503-945-5600](tel:503-945-5600). We accept all relay calls.



Aging and People with Disabilities

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