

Transportation Resource List

Resources to support coordinated care organizations (CCOs)
in addressing CCO members' transportation needs

Developed by the Oregon Rural Practice-based Research Network (ORPRN) and the Oregon Health Authority Transformation Center to support implementation of the SDOH Screening and Referral Incentive Metric.

Other formats and languages

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Transformation Center at

Transformation.Center@odhsoha.oregon.gov or 503-367-1314 (voice/text). We accept all relay calls.



This resource document is designed to:

- ✓ Help CCOs understand statewide resources for transportation
- ✓ Highlight tools and programs available to connect coordinated care organization (CCO) members with transportation services
- ✓ Outline investment opportunities for CCOs to expand transportation access and promote equity

The Social Determinants of Health (SDOH) Social needs Screening and Referral Quality Incentive Measure aims to acknowledge and address CCO members' food, housing and transportation needs. The intent of the transportation domain under the metric is to identify and address transportation needs for all daily activities as well as medical appointments. Transportation is essential for accessing other health-related social needs including food, social connection, preventive health care and economic drivers of health like employment.

CCOs can use these resources to address CCO members' unmet transportation needs and invest in solutions that improve CCO members' health and well-being. CCOs can also refer to the [list of OHA-approved screening tools](#).

Non-emergent medical transportation (NEMT)

CCOs administer non-emergent medical transportation (NEMT) as an Oregon Health Plan (OHP) covered benefit. NEMT provides transportation to and from OHP covered services. NEMT:

- Can be provided to a CCO member attending OHP covered services dependent on access and ability, by mileage reimbursement if they or someone they know can drive them in their own vehicle, public transit and/or a contracted driver provided ride.
- May assist in providing reimbursement at the state rate, not only for local medical, dental or behavioral covered appointments, but may also be available for out-of-service-area lodging and meals for the CCO member and one personal care attendant. A personal care attendant is someone who can

provide support for the person who is receiving services outside of their service area, or an adult person (18 years of age or older) who provides support for a minor CCO member (17 years of age or younger).

- Is available to transport CCO members with OHP Plus (BMM, BMH, BMD) benefits and CCO members with CCOA, CCOB, CCOE and CCOG enrollment (see definitions below). Most CCO members with CCOF coverage are only eligible for transport to dental appointments at this time.

OHP benefit plans:

- BMH (OHP Plus): Covers a broader range of medical, dental and mental health services for OHP members, including prescription drugs.
- BMD: OHP with Limited Drug (same adult benefits as OHP Plus, except for drugs covered by Medicare Part D).
- BMM: Qualified Medicare Beneficiary (QMB) and OHP with Limited Drug BMD.

See the [Oregon Medicaid Provider Portal Eligibility Verification Request Screen](#).

CCO coverage codes:

- CCOA: Covers medical, dental and behavioral health care.
- CCOB: Covers medical and behavioral health care. OHA pays for dental care.
- CCOG: Covers dental and behavioral health care. OHA pays for medical care.
- CCOE: Covers behavioral health care only. OHA pays for medical and dental.
- CCOF: Dental care only. OHA pays for medical and behavioral health care for most members. OHA does not pay for medical and behavioral health care for COFA Dental Program or Veteran Dental Program members.

For more details see the [OHP coverage letter webpage](#).

Resources to connect CCO members to services

The Oregon Department of Transportation (ODOT) offers several statewide resources to help individuals access transportation, including services to reduce

language barriers. CCOs can also use flexible services to address their members' unmet transportation needs. Note that these services do not qualify for NEMT provided through OHP.

- **[Get There Oregon](#)**: A program led by [ODOT's Transportation Options Program](#) and local organizations across the state, Get There Oregon helps connect people and organizations with active and shared transportation options to improve commutes and everyday trips. One of the primary services Get There provides is Get There Connect, a free platform for finding rides, planning trips or logging trips. Customer support is provided by local organizations in most areas of the state, with ODOT providing support where there are no local partners. Get There Connect local partners are well-connected to transportation options available in their areas, so CCOs can partner with them when referring CCO members to transportation services. To see a map of Get There Oregon's local partners, visit the [Get There Oregon webpage](#).
- **[Portland Bureau of Transportation \(PBOT\) Transportation Wallet](#)**: An initiative available and operating in Portland that consolidates various transportation passes and credits into one package, encouraging the use of sustainable transportation modes. Care coordinators or CBO partners may be able to work with PBOT to refer members.
- **[Flexible services](#)** are non-covered services that complement covered benefits to improve overall CCO member and community health and well-being. There are two types of flexible services: member-level flexible services and community-level flexible services. CCOs can use member-level flexible services to support their CCO members' transportation needs that do not qualify for NEMT.

Examples of CCO member-level flexible services that address transportation needs beyond the NEMT benefit (for more examples, see the [Flexible services webpage](#)):

- Public transit passes
- Gas cards
- Car payments, vehicle insurance payments, DEQ tags
- Car repairs and replacement car keys
- Driver license fees
- Bicycle, bike pump, helmet, bike lock
- Airline ticket for relocating CCO member experiencing domestic violence
- Baggage fees for CCO members traveling out of state to receive treatment
- Car seats, strollers with adaptive features that accommodate children with disabilities

Opportunities for CCOs to invest in transportation needs of CCO members and communities

CCOs can invest in directly or connect community-based organizations to transportation infrastructure and funding through ODOT and OHA sponsored programs, including:

- **Innovative Mobility Program**: This ODOT grant program funds projects improving equitable transportation access. It supports initiatives like public transit, on-demand ride services, and shared bikes and scooters, focusing on underserved and rural communities. The program funds partnerships between transit agencies, community organizations and local government agencies.
- **Rural Veterans Healthcare Transportation Program**: ODOT administers grants to transit agencies to improve transportation services for veterans, including providing free rides for medical and non-medical needs.
- **Supporting Health for All through REinvestment (SHARE)** is a legislative requirement that CCOs invest some of their profits back into their

communities to support social determinants of health and equity. CCOs can use SHARE funding to address transportation needs that aren't covered benefits of CCO members and their communities.

- [Community-level flexible services](#) are community-level interventions focused on improving population health. These initiatives include CCO members but are not limited to CCO members.

Examples of CCO investments in transportation

SHARE

- Transportation and travel costs to attend/complete community health worker training
- Purchased vehicle for mobile resource center that provides SDOH screening, resource navigation, educational and preventive services, like glucose and blood pressure monitoring
- Funded drivers for ADA-accessible vans for non-medical-related transportation of affordable housing residents
- Vehicle maintenance and repair relief fund for low-income housing residents
- Purchased moving truck for recently arrived refugees
- Provided car seats at significantly reduced prices to families with lower incomes, along with car seat installation and use education
- Purchased a vehicle to deliver meals to CCO members
- Purchased a passenger vehicle to shuttle guests to and from interviews, classes and community resources
- Purchased a childcare and ADA-approved bus to transport children to a daily therapeutic classroom, families to monthly family fun events and parents to weekly evidence-based parent education
- Provided transportation for youth to and from relief nurseries to maintain service continuity for families without access to reliable transportation

For more examples, see the [SHARE webpage](#).

Community-level flexible services

- Funded a community partner to provide non-covered transportation for youth who are houseless and at-risk, including transportation to events, youth activities and sports practices
- Funded a community partner's gas cards for patients with cancer to travel when the patient or the services did not qualify for NEMT
- Funded a community partner's transportation for those who are houseless
- Funded ADA-compliant non-covered transportation for a community-based organization that provides non-covered crisis intervention services for CCO members who are disabled

More transportation equity and funding resources

- [ODOT Language Access Plan](#) (2025)
- [ODOT Equity and Civil Rights Contacts](#)
- [Public Transportation Funding Opportunities](#)
- [Oregon Department of Justice, Bias and Hate](#)