

January 6, 2020

Dear transportation provider partners,

I'm reaching out on behalf of Health Share, CareOregon, and Hamstreet & Associates (GridWorks receiver) to give you an update on next steps for NEMT contracting and payments. Many of you were able to attend the provider forum on Dec. 23. We thank you for your participation and the ongoing coordination with our team. I've summarized key updates below and please let me know if you have questions. Ride Connection will follow-up with additional transition details in the coming weeks.

Key updates:

- Contracting:
 - All NEMT providers in the Ride to Care network are currently contracted with GridWorks. These contracts will remain in effect through Jan. 31, 2020.
 - In order to continue to contract with the Ride to Care program, please complete necessary paperwork and submit it to Ride Connection **by Jan. 15, 2020**. Contracts with Ride Connection will go into effect on Feb. 1, 2020. Contracting information was sent via email on Dec. 31, 2019 from Ride Connection's Provider Support team. If you did not receive this communication or have questions, please reach their team at: providersupport@rideconnection.org or (503) 528-1751.

- Payments:
 - As discussed, the Ride to Care program is moving to a twice monthly payment model. The process for moving to this model will begin in January. Providers will receive payment in late January for rides provided from January 1-15, and a second payment in mid-February for rides provided from January 16-31. GridWorks (through the receivership) will be making these payments with funds provided by Health Share. Providers will receive communication directly from GridWorks about the payment timeline.
 - GridWorks will also be making the true-up adjustments for December rides no later than January 16, 2020.
 - Ride Connection will pay providers for rides completed Feb. 1, 2020, and later.

- Training on the new dispatch system:
 - As part of the transition, the Ride to Care program will begin using a new dispatch system. The system, called Ecolane, will help us better manage incoming trip requests and improve how we assign trips to you. We know that learning a new system can take time. Training sessions will be offered to transportation providers and individual drivers in February. We are working with Ecolane to develop a training schedule and will share that with you as soon as it is finalized. We plan to transition to Ecolane to dispatch ride requests beginning Sunday, March 1, 2020. At that time, we will stop using the current dispatch system (SafeRide Health).
 - To assist in this transition, Ride Connection will reach out to transportation providers to assess what hardware they currently use to accept and manage rides. Ecolane is only Android compatible, so not all devices will work with this new system. Please let Ride Connection know if you have any questions or concerns about this part of the transition.

Thank you for your service to our members. Best,
Jeremy

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