



**U.S. COMMITTEE**  
FOR REFUGEES AND IMMIGRANTS

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EVERYWHERE.  
EQUAL VALUE.

# Arizona

## ORR-FUNDED MEDICAL ASSISTANCE FOR URM

### POLICY MANUAL

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# 1. SUBPART A – INTRODUCTION

## 1.1 Basis and Purpose of the Program

- 1.1.1 Under the federal regulations at [45 CFR 400.301](#), the Office of Refugee Resettlement (ORR) approved and appointed the U.S. Committee for Refugees and Immigrants (USCRI) as the Medical Replacement Designee (MRD) for Unaccompanied Refugee Minors (URMs) with Special Immigrant Juvenile Status (SIJS) in the state of Arizona. USCRI began operations in Arizona on October 1, 2022.
- 1.1.2 In accordance with [Policy Letter 19-04](#), USCRI will partner with the State of Arizona to provide medical assistance for SIJS youth placed in the URM program in Arizona. As the appointed MRD, USCRI adheres to the requirements and expectations of the MRD as delineated and outlined in [Policy Letter 19-04](#). As the MRD, USCRI is charged with establishing a statewide policy to guide implementation partners, including URM agencies, in the administration of the Office of Refugee Resettlement (ORR) Funded Medical Assistance (OFMA) program.
- 1.1.3 The purpose of the OFMA program is to provide high-quality, cost-effective health benefits to the URM program.

## 1.2 Scope

- 1.2.1 This guidance sets forth statewide policy concerning the administration of OFMA in the State of Arizona in at least the same manner and to the same extent as [Young Adult Transitional Insurance \(YATI\) through Arizona Health Care Cost Containment System \(AHCCCS\)](#) in accordance with [State Letter 15-02](#).

## 1.3 Definitions

- 1.3.1 **Application Date** — The date the URD (Unaccompanied Refugee Minor Replacement Designee) submits an OFMA application in the OFMA Application Portal system.

**Authorized Representative** — An individual or an organization designated by an applicant to give and receive information concerning the applicant’s enrollment in the OFMA program.

**Early Termination Date** — The date an enrollee was terminated from OFMA prior to their set Termination Date.

**Effective Date** — The date OFMA coverage begins.

**Enrollment Date** — The date final eligibility determination is made on the OFMA application in the OFMA Application Portal system.

**ORR-Funded Refugee Medical Assistance (OFMA)** — OFMA is a 100% federally funded program through ORR for foster care type benefits and services and provides health care coverage to unaccompanied youth who are under 18 and who are considered eligible in accordance with [45 CFR Part 400, Subpart G](#).

**OFMA Application Portal** — The web application used to determine and communicate eligibility for OFMA.

**Unaccompanied Refugee Minor Agency (URM)** — An agency contracted with the U.S. Department of State that is responsible for serving eligible individuals.

**Refugee Health Services (RHS)** — The department at USCRI responsible for managing refugee health programs such as ORR-Funded Medical Assistance (OFMA), Refugee Medical Assistance (RMA) and Refugee Medical Screening (RMS) in various states. Goals of RHS are:

- 1) to be advocates for refugee health and wellness
- 2) to ensure access to high quality health services

3) to be a programmatically and fiscally responsible health program administrator

**Refugee Medical Assistance Program Officer** — The RMA Program Officer is a USCRI RHS team member and is responsible for overseeing the OFMA contract with the third-party administrator and the OFMA program within the state of Arizona.

**Regional Refugee Health Officer (RRHO)** — The RRHO is a USCRI RHS team member that is responsible for reviewing and authorizing OFMA benefits; coordinating with local refugee health services partners; providing training and technical assistance support to OFMA programs; and managing OFMA data.

**Support Services Coordinator** — The Support Services Coordinator is a USCRI RHS team member that is responsible for overseeing the coordination of Transportation and Interpretation Services and managing the vendor contracts.

**Self-Funded Model** — A group health plan in which the employer or other entity assumes the financial risk for providing health care benefits to its employees or other beneficiaries.

**Special Immigrant Juvenile Status** - Special Immigrant Juvenile Status (SIJS) allows undocumented children a legal presence. To be eligible, youth must be under the jurisdiction of a juvenile court due to abuse, neglect, or abandonment and cannot be reunified with a parent.

**Termination Date** — The date OFMA coverage ends. The termination date is twelve months from the date of legal entry to the United States, the date the status was granted by USCIS, or another timeframe specified in this policy manual.

**Third Party Administrator (TPA)** — An outsourced organization that manages claims processing, provider networks, and other administrative services as contracted.

**Victim of Human Trafficking** — An individual who has a certification, eligibility or interim assistance letter from the U.S. Department of Health and Human Services in accordance with the [Trafficking Victims Protection Act](#).

**Unaccompanied Refugee Minor (URM)** - Refugee minor, identified by the U.S. Department of State, who is eligible for resettlement in the U.S. but do not have a parent or adult relative available/willing to commit to provide long-term care.

**Unaccompanied Refugee Minor Replacement Designee (URD)** - A URD is an entity/entities other than the state government that administers all or part of the ORR Unaccompanied Refugee Minor program within a state, in the event the state government chooses to withdraw from administering all or part of the program. This policy henceforth refers to the designee as the URD whether it be a state designee or replacement designee.

## 2. SUBPART B – OFMA COVERAGE

### 2.1 Plan Type

2.1.1 USCRI administers OFMA using a self-funded model for group health benefit plans. It allows for access to any provider that accepts Medicaid reimbursement rates or negotiated reimbursement rates approved for the OFMA program through single-case or global agreements, as per [Policy Letter 19-04](#). Providers submit claims directly to the third-party administrator for reimbursement of OFMA covered services.

### 2.2 Population

2.2.1 The OFMA program is designed to provide health benefits to eligible Special Immigrant Juvenile Status

(SJs) individuals in the Unaccompanied Refugee Minors (URMs) in accordance with [ORR Guide to Eligibility, Placement, and Services for Unaccompanied Refugee Minors \(URM\): Section 3](#), [ORR's Policy Letter 19-04](#), and [ORR's Policy Letter 16-01](#).

## 2.3 Coverage Period

- 2.3.1 An eligible URM youth may be covered by OFMA from the date they are approved by ORR to enter the URM program to the highest age for the availability of foster care in Arizona, which is 21 years of age.
- i. The effective date for Arizona OFMA is the date the youth was approved by ORR to enter the URM program.
  - ii. The termination date for Arizona OFMA is automatically set as the first day of the month after the month in which the youth turns 21 and is not therefore contingent on the effective date. A youth's coverage ends at midnight on their termination date.
  - iii. When coverage ends before the termination date, it is defined as an early termination. If a youth no longer meets the eligibility requirements for OFMA, they must be terminated early. The early termination date is at midnight on the first day of the month after the change occurred.

## 2.4 Re-enrollment

- 2.4.1 In the case that a client terminates early, they may be considered for re-enrollment in OFMA if they meet the eligibility requirements outlined in this policy.
- 2.4.2 A new application must be submitted on behalf of the youth in order to be considered for re-enrollment.
- 2.4.3 The youth will not receive coverage during the time in which they were not eligible or enrolled in OFMA.
- 2.4.4 The Effective Date for the youth's re-activated OFMA coverage is the date in which they again became eligible for OFMA coverage.
- 2.4.5 A description of the youth's situation and change in circumstances must be clearly documented on the re-enrollment application. Supplemental documentation that provides evidence of the date the youth became eligible to re-enroll in OFMA must be submitted with the application, if available.

## 2.5 Exceptions to Continued Coverage

- 2.5.1 If a youth no longer meets the OFMA eligibility requirements, then they must be terminated from OFMA early. Enrollees in the following circumstances may not have continued coverage and may be terminated early from OFMA:
- i. Individuals who out migrate;
  - ii. Individuals who choose to withdraw from OFMA; and
  - iii. Individuals who were incorrectly enrolled in OFMA
- 2.5.2 OFMA enrollees must report any information that would affect their continued enrollment in OFMA to USCRI, or the URM agency, and fully adhere to USCRI's standard operating procedures for Notification of Changes to Certain Life Circumstances as outlined in Subpart E of this policy ~~manual~~.

## 2.6 OFMA Covered Services

- 2.6.1 The OFMA program administered in Arizona provides at least the same services in the same manner and to the same extent as [Young Adult Transitional Insurance \(YATI\) through Arizona Health Care Cost Containment System \(AHCCCS\)](#) and in accordance with [45 CFR 400.105](#). The OFMA Benefits Guide provides an overview of the covered services under OFMA. The chart below outlines a partial list of OFMA covered services in accordance with [Young Adult Transitional Insurance \(YATI\) through Arizona Health Care Cost Containment System \(AHCCCS\)](#) and the current [OFMA User Guide](#).

2.6.2 The OFMA program, in accordance to [State Letter 15-02](#) does not provide supplementary funding, including copays and out-of-pocket costs, to non-SIJS URM's that are eligible or enrolled in Medicaid or CHIP.

### Table 1: OFMA Covered Services

#### Hospital Charges

- Daily room and board and nursing services in a semi-private room or ward
- Daily room and board and nursing services in an Intensive Care Unit
- Use of operating, treatment and recovery rooms
- Dressings, sutures and other supplies routinely provided to inpatients
- Emergency Room treatment (must be an emergency)
- Prescription drugs provided while inpatient
- Radiology, laboratory and ultrasound services
- Physical therapy, Occupational therapy and Speech therapy while inpatient
- Professional services, including doctors

#### Outpatient Surgical Facility

- Professional services including doctors
- Dressings, sutures and supplies routinely provided while outpatient

#### Doctor and Clinic Visits

- Doctors and specialists
- Physical therapy, Occupational therapy and Speech therapy
- Licensed Behavioral/Mental Health professionals
- Radiology, laboratory and ultrasound services
- Chiropractic services

#### Other Covered Services

- Local emergency ambulance transportation
- Durable medical equipment
- Home health care
- Hospice care
- Radiation therapy or treatment
- Chemotherapy
- Hemodialysis
- Oxygen and other gases and their administration
- Anesthetics and their administration
- One routine eye examination once every two years with one pair of glasses and two pairs of replacement eyeglasses per year
- Hearing services including the prescribing, fitting, or changing of hearing aids

## 3. SUBPART C – ELIGIBILITY REQUIREMENTS

### 3.1 General Eligibility

3.1.1 The general eligibility requirements for the OFMA program in Arizona are consistent with [ORR Guide to](#)

[Eligibility, Placement, and Services for Unaccompanied Refugee Minors \(URM\): Section 3](#) and require that the youth:

- i. Is ineligible for Medicaid or CHIP<sup>1</sup>
- ii. Has not reached the maximum age for foster care in the state
- iii. Has not reunited with a parent
- iv. Has not been adopted
- v. Has not united with a non-parental adult with legal custody or guardianship
- vi. Is a Special Immigrant Juvenile and meets the eligible immigration status and identification requirements as outlined in [ORR Guide to Eligibility, Placement, and Services Unaccompanied Refugee Minors \(URM\) Program Guide: Section 1](#)
- vii. Has receive federal approval to enter the URM program
- viii. Is living in the state where ORR has designated the MRD to provide medical assistance to the youth

3.1.2 ORR-Funded Education and Training Vouchers / Independent Living services is not correlated to OFMA and therefore is not considered as part of an individual’s eligibility for OFMA.

## 3.2 Exceptions to Eligibility Requirements

3.2.1 As instructed by ORR, all youth enrolled in OFMA must also be enrolled by the State in Emergency Medicaid, also known as Medicaid ESO. Medicaid ESO must act as the primary insurer for all emergency related services. Enrollment in Medicaid ESO preclude the enrollment of the youth into OFMA.

3.2.2 In the case that a youth enrolled in OFMA becomes pregnant, they may continue to be eligible for OFMA if:

- i. The agency or URD notifies USCRI promptly
- ii. The youth is enrolled in the MOMS program
- iii. The MOMS program acts as the primary insurer for the youth’s prenatal care

## 3.3 Eligibility Verification Requirements

3.3.1 The URD must verify eligibility for OFMA in accordance with the eligibility criteria listed in 3.1.1 of this policy and provide confirmation to the MRD of the youth’s eligibility in accordance with [ORR Guide to Eligibility, Placement, and Services for Unaccompanied Refugee Minors \(URM\), Section 3.3.3](#).

3.3.2 The URD is required to provide supporting documentation to confirm the following eligibility criteria at the time of application:

- i. **Immigration Documents**<sup>2</sup> – to confirm the immigration status and identification requirements.
- ii. **ORR URM Approval Letter or redacted bio data**– to confirm the youth has received federal approval to enter the URM program.
- iii. **Release Authorization Form** – to confirm the authorized representative.

3.3.3 Supporting documentation must clearly provide proof of the youth’s full name, date of birth, and sex. Acceptable documents are including official government-issued documents including birth certificates, baptismal certificates, school records, or medical records that indicate the youth’s identity. Supporting documents must match immigration documents as per following table.

Category	Acceptable documentation of status
SIJS	I-797 Notice of Action indicating SIJS status, i.e. evidence of approved I-360, or evidence of approved I-360 and approved I-485 or Visa indicating SIJS status with SL class of admission code or I-551 indicating SIJS status

<sup>1</sup> ORR State Letter #15-02 states that a URM eligible or enrolled in Medicaid or CHIP are not eligible for OFMA in the form of supplementary funding, including copays and out-of-pocket costs not covered by Medicaid.

<sup>2</sup> [Policy Letter 16-01, Status and Documentation Requirements for the ORR Refugee Resettlement Program](#), and [ORR Guide to Eligibility, Placement, and Services for Unaccompanied Refugee Minors \(URM\): Section 1](#)

	with SL class of admission code and evidence that at the time a Dependency Order was issued, was either: in the custody of the ORR Unaccompanied Children Program or receiving federal benefits or services as a Cuban/Haitian Entrant
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[ORR Guide to Eligibility, Placement, and Services for Unaccompanied Refugee Minors \(URM\): Section 1, The Administration for Children and Families](#) provides a full list of URM acceptable documents for each category.

- 3.3.4 The MRD may only request information that is necessary to verify eligibility and enroll a client into OFMA.
- 3.3.5 USCRI is to complete the final review of the youth’s enrollment information and documents submitted by the URD to ensure completion and eligibility for OFMA prior to enrollment in OFMA.

### 3.4 Eligibility Reverification

- 3.4.1 A youth may become eligible for different health care coverage options as their age, immigration status, location, or life circumstances (e.g., pregnancy) change. States must periodically review coverage options and reassess eligibility for Medicaid and CHIP when appropriate. States must terminate OFMA when the youth is no longer eligible.
- 3.4.2 In accordance with [ORR Guide to Eligibility, Placement, and Services for Unaccompanied Refugee Minors \(URM\), Section 3.3.3](#), USCRI must ensure the annual verification of the youth’s continued eligibility for OFMA.
- 3.4.3 USCRI will annually request that the URD verify the youth’s continued eligibility in accordance with the Eligibility Verification Requirements listed in this policy.
- 3.4.4 If a youth does not respond to a verification request within 90 days, their coverage will be terminated. The URD must notify USCRI when they youth fails to respond to the verification request within this timeframe. (See 5.2 Notification of Change)

## 4. SUBPART D - APPLICATION PROCESS

### 4.1 Authorized Representative

- 4.1.1 Applicants or their legal guardians designate an individual or organization as an Authorized Representative who is permitted to give information to and receive information from USCRI concerning the youth’s enrollment in the OFMA program in Arizona.
- 4.1.2 An applicant or their legal guardian may designate more than one individual or organization to serve as the authorized representative at any given time to assist with the OFMA program.
- 4.1.3 The authorized representative shall not make a false statement or misrepresentation, willfully conceal information, or fail to report or disclose any fact or event required to be reported by any state or federal law, regulation, or rule.
- 4.1.4 Designation of the Authorized Representative is effective and valid for one year from the date the applicant makes the designation or until USCRI is notified:
  - i. By the URM or their legal applicant or enrollee that he or she rescinds the designation; or
  - ii. By the Authorized Representative that he or she no longer wishes to act as applicant or enrollee’s representative; or
  - iii. Of some other change in the legal authority of the previous Authorized Representative, as demonstrated by a power of attorney or other written, legal notice signed by the URM enrollee or legal guardian.



## 4.2 Authorization to Release Information

- 4.2.1 USCRI's Release Authorization form allows the URM or their legal guardian to designate their Authorized Representative, gives USCRI permission to provide information to and receive information from specific individuals or organizations concerning the applicant's enrollment in the OFMA program, and confirms the information on the OFMA application is correct.
- 4.2.2 The Release Authorization form must be completed as part of the OFMA application process.

## 4.3 Notice of Privacy Practices

- 4.3.1 USCRI's Notice of Privacy Practices (NPP) details when an OFMA enrollee's medical information may be used and disclosed, and how an enrollee may access this information.
- 4.3.2 The Authorized Representative must provide and review USCRI's NPP with the OFMA applicant.
- 4.3.3 USCRI's NPP letters are downloadable from and the OFMA Application portal and provided in multiple languages.

## 4.4 File Application

- 4.4.1 An Authorized Representative must apply for OFMA on behalf of an individual through the OFMA Application Portal system.
- 4.4.2 Anyone seeking to utilize the OFMA Application Portal must first complete an OFMA User Access Request Application form. This form is also required for user access to the third-party administrator's RMA & OFMA Resource Portal. If the individual's OFMA User Access Request Application form is approved, the individual will receive a username and password to access the OFMA Application Portal.
- 4.4.3 The URM agency will review the individual's OFMA application, including supporting documentation, and assess whether the youth meets all the eligibility requirements outlined in this policy manual. The application must be reviewed thoroughly before submitting the application with an initial eligibility determination.
  - i. A pending application is not considered as a submitted application to USCRI and will therefore not be reviewed by USCRI unless an initial eligibility determination has been made and the application has moved to the eligible category in the OFMA Application Portal.
  - ii. If an application remains in the pending category for more than 30 days, it will be deleted, and the Authorized Representative must initiate a new application.
- 4.4.4 The URD must review the application submitted by the agency and verify the applicant's eligibility for OFMA coverage in accordance with [ORR Guide to Eligibility, Placement, and Services for Unaccompanied Refugee Minors \(URM\), Section 3.3.3](#). Additionally, the URD is responsible to ensure all appropriate documentation has been submitted with the attachment.
- 4.4.5 The RRHO will review the initial eligibility determination made by the URD, including requesting any additional information or documentation to support the application. USCRI will make the final eligibility determination and direct the third-party administrator to enroll eligible applicants.
- 4.4.6 USCRI is not obligated to pay any claim unless an individual has properly completed the application process and the application was found to meet all the federal and state eligibility requirements.

## 4.5 Processing Timeframe

- 4.5.1 The URM agency should make the initial eligibility determination and submit an application for OFMA through the OFMA Application Portal within ten business days of the youth becoming eligible for OFMA coverage. If an application is submitted outside of the processing timeframe, the URM agency must

include an explanation as to why in the comments section of the OFMA application.

- 4.5.2 The URD should make their eligibility determination within 5 business days after the application is submitted.
- 4.5.3 USCRI should make the final eligibility determination within 5 business days from the date the initial eligibility determination was received, unless the application is incomplete, in which case the application will be given an incorrect determination and will be returned to the agency.
- 4.5.4 If an application is determined as “Needs Correction,” the URM agency will have seven business days to provide the missing information and submit a corrected application.
- 4.5.5 The OFMA Eligibility Letter will become available to print in the OFMA Application Portal by the end of the next business day from when the final eligibility is determined.
- 4.5.6 Applicants will be enrolled in OFMA within 24 business hours of the final eligibility determination.
- 4.5.7 The PCU identification card is available on the third-party administrator’s RMA & OFMA Resource Portal 24 business hours after the final eligibility determination. The URM agency is responsible for providing the enrollee with their PCU identification card.
- 4.5.8 Emergency enrollments and/or terminations to the OFMA health benefits plan will be processed on an as-needed basis.

## 4.6 Incorrect Applications

- 4.6.1 An application for OFMA may be categorized as “Needs Correction” if the application was submitted with incomplete or incorrect demographic information and/or documentation. Both the URD and USCRI may categorize an application as needing correction.
- 4.6.2 USCRI will notify the agency of incorrect applications through the OFMA Application Portal.
- 4.6.3 The agency, acting as the Authorized Representative, should provide any missing information within the processing timeframe listed in this policy manual.
- 4.6.4 If the missing information is provided for an incorrect application within seven business days of notification and resubmitted, USCRI will review the application on its merits and determine whether the applicant is approved or not approved for OFMA.

## 4.7 Case Disposition

- 4.7.1 USCRI must provide individuals who apply for OFMA health benefits with a letter indicating the disposition of the case once a final eligibility determination is made. The letter may state that the applicant is eligible or ineligible for the OFMA program.
- 4.7.2 The eligibility or denial letter should be in the preferred language of the applicant.

## 4.8 OFMA Identification Card

- 4.8.1 The OFMA identification card is available on the third-party administrator's RMA & OFMA Resource Portal 24 business hours after the final eligibility determination. The URM agency is responsible for providing the OFMA enrollee with their OFMA identification card. The enrollee is also able to download and print the identification card from the Enrollee section of the PCU Resource Portal.
- 4.8.2 The OFMA identification card contains the OFMA enrollee's name, member ID, who to bill for healthcare services and other important information about the OFMA program. OFMA enrollees should present the OFMA identification card when visiting a healthcare provider.
- 4.8.3 If more than one member of a family is enrolled in OFMA, a separate OFMA identification card will be issued for each family member.
- 5.8.4 The OFMA identification card must not be loaned or given to anyone. Only the person named on the OFMA identification card may use the card.

# 5. SUBPART E – NOTIFICATION OF CHANGE

## 5.1 General

- 5.1.1 According to the [ORR Guide to Eligibility, Placement, and Services for Unaccompanied Refugee Minors \(URM\), Section 3](#), the URD must notify USCRI of any relevant changes that may affect a youth's eligibility for OFMA within 30 days of knowledge of the change. This applies to certain life circumstances such as the following:
  - i. Changes to basic information
  - ii. Moving out of state
  - iii. Withdrawing from the program
  - iv. Becoming pregnant, disabled, or eligible for other health benefits
  - v. Report of death
- 5.1.2 The agency serving the OFMA enrollee must notify USCRI within five business days of learning about any change to the OFMA enrollee's life circumstances, as listed above, or any change to the OFMA enrollee's information submitted on their OFMA Portal Application as listed below.
  - i. Alien Number
  - ii. Date of ORR URM Program Entrance
  - iii. Full Name (First Name, Middle Name, Last Name)
  - iv. Gender
  - v. Date of Birth (MM/DD/YYYY)
  - vi. Address
  - vii. Preferred Language
- 5.1.3 The Authorized Representative must inform the OFMA enrollee about USCRI's Notification of Change policy.

## 5.2 Notification of Change Procedures

- 5.2.1 The URD must notify USCRI about the change within five business days of the change occurring through the OFMA Application Portal.
- 5.2.2 An Authorized Representative from the agency must submit a Notification of Change request in the OFMA Application Portal with the appropriate documentation attached within five business days of learning about any change.
- 5.2.3 USCRI should review and approve the change within three business days from the date the Notification of Change request was submitted in the OFMA Application Portal and will send the third-party administrator notification of the change.
- 5.2.4 The agency is responsible for maintaining records of submitted Notification of Change requests.

# 6. SUBPART F – SUPPORT SERVICES

## 6.1 Language Access Services

- 6.1.1 USCRI will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) and/or individuals who are Deaf, Hard of Hearing, Late Deafened and Deafblind, have meaningful access and an equal opportunity to participate in the OFMA program.
- 6.1.2 When existing interpretation services are provided by the healthcare provider, these services will be reimbursed by USCRI's third party administrator.
- 6.1.3 When interpretation is not already provided by a healthcare provider, USCRI can provide language interpretation services for OFMA enrollees' medical appointments on a request basis.
- 6.1.4 OFMA enrollees and local resettlement agencies on behalf of OFMA enrollees may request interpretation services by contacting USCRI's OFMA Support Services Coordinator. Interpretation services should be requested at least three days before an OFMA enrollee's appointment.
- 6.1.5 USCRI considers the merits of each language access request and determines whether the request is approved or denied. USCRI also determines the mode of interpreting (In-person and/or Telephonic) and the vendor that will deliver the service during a medical encounter.
- 6.1.6 If a request for interpretation is approved, USCRI will provide language assistance through competent bilingual staff, staff interpreters, contracts or formal arrangements with organizations providing interpretation, or technology and telephonic interpretation services, without cost to the person being served.
- 6.1.7 USCRI will engage in outreach efforts to ensure that OFMA enrollees, their families, and healthcare providers are aware of the availability of such assistance free of charge.
- 6.1.8 USCRI will conduct an annual review of the language access needs of OFMA enrollees, as well as update and monitor the implementation of this policy and these procedures, as necessary.

## 6.2 Non-Emergency Medical Transportation (NEMT) Service

- 6.2.1 USCRI will take reasonable steps to coordinate non-emergency medical transportation (NEMT) services for individuals who are actively enrolled in OFMA.

- 6.2.2 OFMA enrollees over the age of 18, their legal guardian, and agencies on behalf of OFMA enrollees, may request NEMT services by contacting USCRI's Support Services Coordinator and indicating whether a regular vehicle ride or long-distance travel and wheelchair accessible vehicle is needed. NEMT services should be requested at least three days before an OFMA enrollee's appointment.
- 6.2.3 Prior to contacting the Support Services Coordinator, requestors should explore community resources that pay for or offer free transportation assistance, including bus and taxi vouchers. OFMA NEMT services are available when other means of transportation are not available.
- 6.2.4 NEMT services are to be provided to and from covered healthcare providers that have a single-case or global agreement with USCRI's third party administrator where OFMA-covered, non-emergency healthcare services are rendered.
- 6.2.5 In the case that a NEMT service request is made for an unauthorized service, the person who submitted the request will be billed for the service; USCRI will not be responsible for the charge. An unauthorized service is when the NEMT service request is for a person or service that is not covered under OFMA, or when the Support Services Coordinator does not approve a NEMT service request.
- 6.2.6 OFMA NEMT services will be provided to an OFMA enrollee for his/her follow-up medical screening appointments only. OFMA NEMT services are not available for the initial medical screening appointments. The enrollee must be eligible for OFMA on the date of the follow-up service.
- 6.2.7 USCRI considers the merits of each NEMT service request and determines whether the request is approved or denied. USCRI also determines the mode of transportation, including whether the vehicle is a sedan or van, and the vendor that will deliver the transportation.
- 6.2.8 If a NEMT service request is approved, USCRI will provide transportation through a reputable vendor, without cost to the OFMA enrollee being served.
- 6.2.9 USCRI will engage in outreach efforts to ensure that OFMA enrollees, their families, and healthcare providers are aware of the availability of such assistance free of charge.

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Eskinder Negash  
President and CEO

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