

ARIZONA ORR-FUNDED MEDICAL ASSISTANCE FOR URMS POLICY MANUAL

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1. SUBPART A – INTRODUCTION

1.1 Basis and Purpose of the Program

- 1.1.1 Under [45 CFR 400.301](#), the Office of Refugee Resettlement (ORR) designated 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 administering the program on October 1, 2022.
- 1.1.2 In accordance with [Policy Letter 19-04](#), USCRI is responsible for establishing statewide policies to guide implementing partners, including unaccompanied refugee minor agencies, in administering the Office of Refugee Resettlement (ORR) Funded Medical Assistance (OFMA) program for URMs.
- 1.1.3 The purpose of the OFMA program is to provide high-quality, cost-effective health coverage to SIJS in the URM program.

1.2 Scope

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

1.3 Definitions

Application Date: The date an OFMA application is submitted to the OFMA portal system by a URM agency.

Authorized Representative: A person or organization designated by an applicant to communicate with USCRI regarding the OFMA program on the applicant's behalf.

Claims Officer (CO): A USCRI Refugee Health Services (RHS) staff member responsible for overseeing the coordination of medical claims and invoicing.

Early Termination Date: The date an enrollee's OFMA coverage ends before the scheduled termination date.

Effective Date: The date OFMA coverage begins.

Enrollment Date: The date the final OFMA eligibility determination is completed on the OFMA portal.

Medical Replacement Designee (MRD): A non-governmental entity authorized by the federal [Office of Refugee Resettlement \(ORR\)](#) to administer (OFMA) and related health services in states that have withdrawn from providing these services. The MRD ensures compliance with federal regulations and manages eligibility.

Office of Refugee Resettlement (ORR): A division within the Administration for Children and Families under the U.S. Department of Health and Human Services. It provides services to refugees, unaccompanied children, and other immigrants to support their resettlement, health, and economic self-sufficiency.

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.

Refugee Health Services (RHS): The USCRI department responsible for managing refugee health programs including RMA and Refugee Medical Screening (RMS). 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

Release Authorization Form (RAF): A written, signed, and dated legal document that grants permission for an OFMA client to disclose protected health information (PHI) to USCRI.

RMA Program Officer (RMA PO): A USCRI RHS staff member responsible for reviewing and authorizing OFMA benefits, coordinating with partners, providing training and technical assistance, and managing program data.

RMA Support Services Associate (SSA): A USCRI RHS staff member responsible for coordinating transportation and interpretation services and managing related vendor contracts.

Self-Funded Model: A health plan in which an employer or entity assumes the financial risk for providing health benefits to its beneficiaries.

Senior RMA Program Officer (Sr. RMA PO): A USCRI RHS staff member responsible for ORR

coordination, oversight of OFMA contracts, OFMA portal technical management, and program policy across MRD states.

Special Immigrant Juvenile Status (SIJS): 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, typically the first day of the month after the month in which the youth turns 21 and is not therefore contingent on the effective date.

Third Party Administrator (TPA): An external organization contracted to administer claims processing, provider networks, and related services.

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 Agency (URM agency): An agency contracted with the U.S. Department of State that is responsible for serving eligible individuals.

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 the OFMA program through a self-funded group health plan model. Enrollees may access providers who accept Medicaid reimbursement rates or negotiated OFMA rates through single-case or global agreements. Providers submit claims directly to the contracted TPA for reimbursement of covered services.

2.2 Coverage Period

2.2.1 The OFMA program is designed to provide health benefits to eligible Special Immigrant Juvenile Status (SIJs) 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](#).

An eligible URM youth may be covered by OFMA from the date ORR approves them to enter the URM program to the highest age for the availability of foster care in Arizona, which is 21 years of age.

- 2.2.2 The **effective date** for OFMA coverage in Arizona is the date ORR approved the youth to enter the URM program.
- 2.2.3 The **termination date** for OFMA coverage in Arizona 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.
- 2.2.4 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.

2.3 Re-enrollment

- 2.3.1 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.
- 2.3.2 A new application must be submitted on behalf of the youth in order to be considered for re-enrollment.
- 2.3.3 The youth will not receive coverage during the time in which they were not eligible or enrolled in OFMA.
- 2.3.4 The effective date for the youth's re-activated OFMA coverage is the date on which they again became eligible for OFMA coverage.
- 2.3.5 A description of the youth's situation and change in circumstances must be clearly documented in 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.

2.4 Exceptions to Continued Coverage

- 2.4.1 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

2.4.2 Enrollees must report any changes affecting OFMA eligibility to USCRI or their URM agency and comply with USCRI procedures for reporting life changes, as outlined in [Subpart G](#) of this policy manual.

2.5 OFMA Covered Services

2.5.1 The OFMA program in Arizona provides services that are equivalent in scope, delivery, and extent to those offered under [YATI](#) and [EFC](#), in accordance with [45 CFR 400.105](#). The OFMA Benefits Guide summarizes covered services, and the chart below presents a partial list of these services consistent with [YATI/AHCCCS](#) and [EFC](#), and the current [OFMA User Guide](#).

2.5.2 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 that are eligible or enrolled in Medicaid or CHIP.

Table 1: OFMA Covered Services

<p>HOSPITAL CHARGES</p> <ul style="list-style-type: none"> • 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 <p>OUTPATIENT HOSPITAL/OUTPATIENT SURGICAL FACILITY SERVICES</p> <ul style="list-style-type: none"> • Professional services including doctors • Dressings, sutures and supplies routinely provided while outpatient 	<p>OTHER COVERED SERVICES</p> <ul style="list-style-type: none"> • Local emergency ambulance transportation • Women's preventive health services • 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 • A 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 <p>DOCTOR AND CLINIC VISITS</p> <ul style="list-style-type: none"> • Doctors and specialists • Physical therapy, Occupational therapy and Speech therapy • Licensed Behavioral/Mental Health
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	professionals <ul style="list-style-type: none"> • Radiology, laboratory and ultrasound services • Chiropractic services
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Table 2: Services that are not covered under OFMA

<ul style="list-style-type: none"> • Pregnancy and newborn expenses • Personal convenience items • Failure to keep a scheduled appointment • Any modification of the body made to improve psychological, mental, or emotional well-being • Exercise programs, whether or not prescribed by a doctor • Cosmetic or aesthetic procedures • Treatment for infertility, impotency or any sexual dysfunction • Services or supplies that are investigational, experimental, or for research purposes • Eye surgery to correct nearsightedness, farsightedness or astigmatism • Biofeedback, recreational, sleep, or music therapy • Accommodations or travel expenses 	<ul style="list-style-type: none"> • Services performed or supplies provided by your relative or any person who resides with you • Services or supplies provided at no cost • Treatment to promote hair growth, whether or not prescribed by a doctor • Treatment to prevent hair loss • Any supply or service that is not Medically Necessary Service of supplies for which benefits or payments are available under any other contract or policy <p>(Some exclusions do not apply for individuals under age 21. Contact PCG for additional information.)</p>
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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 the [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 CHIP¹
- 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 who meets the eligible immigration status and identification requirements as outlined in [Status and Documentation](#)

¹ 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.

[Requirements for the ORR Refugee Resettlement Program](#)

- vii. Has received 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 are 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 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 [AHCCCS for Pregnant Women program](#)
- iii. The Pregent Women 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**²– to confirm the immigration status and identification requirements.
- ii. **ORR URM Approval Letter**– 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 official government-issued documents, 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.

² 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

Category	Acceptable Documentation of Status
Minor with Special Immigrant Juvenile Status (SIJS)	<p>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</p> <p style="text-align: center;">or</p> <p>Visa indicating SIJS status with SL class of admission code</p> <p style="text-align: center;">or</p> <p>I-551 indicating SIJS status with SL class of admission code</p> <p style="text-align: center;">and</p> <p>evidence that at the time a Dependency Order was issued, was either; in the custody of the ORR Unaccompanied Children’s (UC) program</p> <p style="text-align: center;">or</p> <p>receiving federal benefits or services as a Cuban/Haitian Entrant 23</p>

[ORR’s Policy Letter 16-01](#) and [the ORR Guide to Eligibility, Placement, and Services for Unaccompanied Refugee Minors \(URM\): Section 1, The Administration for Children and Families](#) provides additional information regarding eligibility.

- 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 such 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 designate an individual or organization as an Authorized to give and receive information from USCRI regarding OFMA enrollment.
- 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 is valid for one year from the date of designation or until USCRI is notified of:
- i. Applicant rescinding the designation;
 - ii. Representative resigning;
 - iii. Change in the legal authority, evidenced by power of attorney or other legal notice

4.2 Authorization to Release Information

- 4.2.1 The USCRI Release Authorization Form (RAF) designates an Authorized Representative, permits information exchange regarding OFMA enrollments, and confirms application accuracy.
- 4.2.2 The RAF must be completed during the OFMA application process.
- 4.2.3 The RAF must be signed and dated by all parties. If the applicant is a minor or unable to sign, a legal guardian or authorized representative may sign, providing authority and reason for signing.
- 4.2.4 The RAF is downloadable from the OFMA portal and available in multiple languages.

4.3 Notice of Privacy Practices

- 4.3.1 USCRI's Notice of Privacy Practices (NPP) explains how enrollees' medical information may be used, disclosed, and accessed.

4.3.2 Authorized Representatives must provide and review the NPP with OFMA applicants.

4.4.3 NPP letters are downloadable from the OFMA portal and available in multiple languages.

4.4 File Application

4.4.1 Authorized Representatives must submit OFMA applications via the OFMA portal on behalf of the applicant.

4.4.2 OFMA portal access requires completion of an OFMA User Access Request form, which also grants access to the TPA OFMA Resource Portal. Approved users receive a username and password.

4.4.3 Authorized Representatives must complete USCRI OFMA training, review the OFMA Policy Manual, and understand immigration and eligibility requirements before using the OFMA portal.

4.4.4 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.

4.4.5 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 for ensuring all appropriate documentation has been submitted with the attachment.

4.4.6 The RMA PO 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.

4.4.7 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 apply 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 are enrolled in OFMA immediately upon approval.
- 4.5.7 The PCG identification card is available on the TPA RMA & OFMA Resource Portal URM agencies must distribute them to enrollees.
- 4.5.8 Urgent enrollments or terminations will be processed as needed.

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 will provide applicants with a letter indicating the final disposition of their OFMA application: Eligibility, Denial or Termination.
- 4.7.2 Letters can be issued in the applicant's preferred language.

4.8 OFMA Identification Card

- 4.8.1 OFMA ID cards are available on the TPA OFMA Resource Portal after the final approval. URM agencies must distribute cards to enrollees.
- 4.8.2 Each card displays the enrollee's name, member ID, billing information, and program details. Cards must be presented at healthcare visits.
- 4.8.3 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.
- 4.8.4 Cards are non-transferable and may only be used by the named enrollee.

5. SUBPART E – NOTIFICATION OF CHANGE

5.1 General

- 5.1.1 OFMA enrollees must report certain life changes to USCRI within five business days, including:
- i. Changes to personal information
 - ii. Moving out of state
 - iii. Withdrawing from OFMA
 - iv. Becoming pregnant, disabled, or eligible for other benefits
 - v. Death
- 5.1.2 The URM agency must notify USCRI within five business days of learning of any change to an enrollee's life circumstances on the OFMA application data, including:
- i. Alien Number
 - ii. Date of ORR URM Program Entrance
 - iii. Full Name

- iv. Sex
- v. Date of Birth
- vi. Address
- vii. Phone Number
- viii. Email Address
- ix. Preferred Language
- x. URM Agency

5.1.3 Authorized Representatives must inform enrollee about USCRI's Notification of Change (NOC) policy.

5.2 Notification of Change Procedures

5.2.1 Enrollees must report changes to their URM agency within five business days.

5.2.2 The URM agency must submit a NOC on the OFMA portal with supporting documentation within five business days of learning about the change.

5.2.3 USCRI will review and approve NOC requests within three business days and notify the TPA via the OFMA portal.

5.2.4 URM agencies responsible for maintaining records of all submitted NOC requests.

6. SUBPART F – SUPPORT SERVICES

6.1 Language Access Services

6.1.1 USCRI ensures meaningful access to the OFMA program for individuals with Limited English Proficiency (LEP) and those who are Deaf, Hard of Hearing, Late Deafened, or Deafblind.

6.1.2 When healthcare providers supply interpretation services, costs may be reimbursed through USCRI's TPA.

6.1.3 If providers do not offer interpretation, USCRI will arrange language services for OFMA enrollees upon request.

6.1.4 Requests may be submitted by the enrollee or URM agency to the RMA Support Services Associate at least three business days prior to the appointment.

6.1.5 USCRI will review requests and determine approval, the interpretation method (in-person or telephonic), and the service provider.

- 6.1.6 Approved services are provided at no cost through qualified staff interpreters, contracted vendors, or telephonic interpretation.
- 6.1.7 Language services may be requested through the [RMA Talk and Go Portal](#), by email at rmalanguageservices@refugees.org, or by calling 1-800-688-7338. Additional information is available on the OFMA Resources portal ([Support Services Informational](#)).
- 6.1.8 USCRI will conduct outreach to ensure that OFMA enrollees, their families, and healthcare providers are informed of available free language assistance services.
- 6.1.9 USCRI will review language access needs annually and update this policy, as necessary.
- 6.1.10 Exceptions to the three-business-day advance request requirement may be granted for post-surgery appointments.
- 6.1.11 Urgent Interpretation request cannot be approved for appointments scheduled earlier than the next day at 8:00 AM EST (7:00 AM CST) the following day. Exception requests must be submitted by 4:30 PM EST (3:30 PM CST).
- 6.1.12 Clients with more than five cancellations may be terminated from Language Access Services.

6.2 Non-Emergency Medical Transportation (NEMT) Service

- 6.2.1 USCRI coordinates Non-Emergency Medical Transportation (NEMT) for individuals actively enrolled in the OFMA Program.
- 6.2.2 Requests must be submitted to the RMA Support Service Associate at least three business days before the appointment and must specify the transportation type (standard, long-distance, or a wheelchair-accessible).
- 6.2.3 Requestors should first consider community transportation resources (e.g., bus or taxi vouchers), OFMA NEMT is intended for use only when other options are unavailable.
- 6.2.4 NEMT services are provided only for transportation to and from healthcare providers authorized by USCRI's TPA for OFMA-covered, non-emergency services.
- 6.2.5 Requests for unauthorized services or individuals not covered by OFMA will be the responsibility of the requestor.
- 6.2.6 NEMT services are available for follow-up medical screening appointments but not for initial screenings. The enrollee must be actively eligible for OFMA at the time of service.

- 6.2.7 USCRI will review each request and determine approval, transportation type, and vendor.
- 6.2.8 NEMT services may be requested through [RMA Talk and Go Portal](#), by email at rmatransportation@refugees.org or by calling 1-800-688-7338. Additional information is available on the OFMA Resources portal ([Support Services Informational](#)).
- 6.2.9 Approved transportation will be proved through a contracted vendor at no cost to the OFMA enrollee.
- 6.2.10 USCRI will conduct outreach to inform enrollees, their families, and healthcare providers about available NEMT services.
- 6.1.11 Exceptions to three-business-day advance request requirement be granted for post-surgery appointments.
- 6.1.12 Urgent Interpretation request cannot be approved for appointments scheduled earlier than the next day at 8:00 AM EST (7:00 AM CST) the following day. Exception requests must be submitted by 4:30 PM EST (3:30 PM CST).
- 6.1.13 Clients with more than five cancellations may be terminated from NEMT Services.



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President and CEO
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