

# Flexible services request form



Please take this form to your healthcare provider to fill out and submit. A separate form is needed for each item or service. If this form is not fully completed and supporting documents are not included, we cannot process it.

**Please send one request at a time to:**

Fax [preferred]: 833-949-1886 -or- Email: GovtRNLeads@modahealth.com

Date Submitted:

## Section 1 Patient Information

Name			Date of birth
Address	City	State	ZIP
Phone number		Medicaid ID#	

## Section 2 Healthcare Provider Information

Clinic name	Clinic phone	Provider name	
Clinic address	City	State	ZIP

## Section 3 Requested item or service

Description of item or service

<b>1st Choice:</b> Store name and address or website/phone number	
Item/catalog number/description (be specific)	
Quantity	Total cost

<b>2nd Choice:</b> Store name and address or website/phone number	
Item/catalog number/description (be specific)	
Quantity	Total cost

Health condition or diagnosis related to this request (please attach supporting chart notes if possible)
Describe how this service or item will improve the patient's health

Please select where item is to be delivered (as noted on page 1):

- Patient address
- Healthcare provider clinic address
- Requestor address

**Section 4** Requestor information

Requestor Name and Title			
Organization		Direct phone number	
Requestor Address		City	State ZIP

Requestor has received healthcare provider approval

- Yes
- No

Date approval was received: \_\_\_\_/\_\_\_\_/\_\_\_\_

Requestors relationship to patient

- Self
- Community partners
- Family member
- Healthcare provider or office staff
- Friend
- Traditional Health Worker
- Other \_\_\_\_\_

## Section 5 Frequently asked questions

### 1. Who qualifies for Flexible Service Funds?

Any patient currently enrolled in Eastern Oregon Coordinated Care Organization (EOCCO) is eligible for Flexible Services. Funding is available in all Eastern Oregon service areas. If member is enrolled in Wraparound, they should first request funds through their Wraparound Care Coordinator and their Child and Family Team before completing the HRS Form.

### 2. What items/services can be requested?

Health-related items/services may be requested and must meet these criteria:

- The request demonstrates how the service/item is intended to improve health delivery, patient health and lower overall costs of care
- The requested items/service is consistent with the patient's treatment plan
- The requested items/services do NOT have a traditional billing or encounter code (CPT)

### 3. Who can request funds?

The patient, their provider or someone from the patient's care team may start a request. However, each request must be approved and submitted to EOCCO by the patient's health care providers' office. The request must also be documented in the patient's medical record.

### 4. What should I submit with the request form?

We strongly recommend attaching notes from the patient's chart. For example, when submitting a request to pay for a gym membership for a patient with diabetes, the request should contain chart notes showing a diagnosis of diabetes, current A1c level and future care plan.

### 5. How can I get blank request forms?

Email GovtRNLeads@modahealth.com or call the EOCCO Customer Service department: 888-788-9821 (TTY users, please dial 711) if you need blank forms. Blank request forms are also available on our website, [www.eocco.com](http://www.eocco.com) under the 'Resources' tab.

### 6. How can I submit a Flexible Services Fund request form?

Fax completed request form to EOCCO at 833-949-1886 (this is preferred) or email them to GovtRNLeads@modahealth.com.

### 7. How long will Flexible Services Funds last?

The duration, if applicable, of the flex service will be communicated upon approval. For example, if the request is for a gym membership, the specific number of months will be included in the approval. Many items are a one-time request and for continuation, a new request must be submitted.

### 8. Can a patient or provider request Flexible Services funds more than one time in a year?

Yes. Currently, there is no limit to requests for Flexible Services funds.

### 9. How long does the process take?

The process depends on the amount of funding requested, and the information required to complete a decision.

### 10. What if the request for flex services is denied?

Health Related Services/flexible services are not eligible for the EOCCO appeals process.

If you have any questions about these services, please call our Customer Service department toll-free Monday – Friday, from 7:30 a.m. to 5:30 p.m. at 888-788-9821 (TTY users, please dial 711).