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Program and Policy Section, OMAP
Authorized Signature

Number: OMAP-IM-05-043
Issue Date: April 18, 2005

Topic: Medical Benefits

Subject: Medical Transportation Benefits for OHP Plus Clients in Lincoln County

Applies to (check all that apply):

- All DHS Employees
- Area Agencies on Aging
- Children, Adults and Families
- County DD Program Managers
- County Mental Health Directors
- Health Services
- Seniors and People with Disabilities
- Other (please specify): DHS staff and others identified on the SPD, CAF, OMHAS and OMAP transmittal

Message: The attached letter will be mailed to OHP Plus clients residing in Lincoln County. Cascades West Ride Line will be available to provide non-emergency medical transportation to these clients beginning May 9, 2005.

If you have any questions about this information, contact:

Contact(s):	Larry Daimler, OMAP Policy Analyst		
Phone:	(503) 945-6493		
E-mail:	larry.g.daimler@state.or.us		Fax: (503) 945-6873

Cascades West Ride Line

(541) 924-8738

FREE 1-866-724-2975

IMPORTANT NOTICE

To OHP Plus Medicaid clients living in Lincoln County:

Beginning May 9, 2005, if you receive the Medicaid OHP Plus Benefit Package and have no way to get to a medical appointment, **Cascades West Ride Line** may be able to help you. The program is free for those who:

- Have a current Medical Care Identification, and
- Are going to a medical appointment for a medical service covered by Medicaid, and
- Have no other way to get to your medical appointment.

Call **Ride Line** when you make your medical appointment. Try to contact us as far in advance as possible. The number to call is **(541) 924-8738** or **1-866-724-2975**. Office hours are from **8:00 a.m. to 6:00 p.m.**, Monday through Friday, except holidays.

When you call, please be ready to tell us your:

- Medicaid ID Number (from your Medical Care Identification)
- Address
- Phone number
- Appointment date and time
- Doctor's name and address
- Managed health care plan name (if any)

Please remember this program is only for clients with the OHP Plus Benefit Package to go to-and-from medical appointments covered by Medicaid. We cannot give you a ride to places other than medical appointments.

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Important Medical Information

Medical Transportation Benefits

As an Oregon Health Plan (OHP) client with the OHP **Plus** Benefit Package you can get a ride to a medical appointment if you have no other way to get there. The ride is free and drivers may not ask for tips.

You can request a ride to a medical appointment by calling **Cascades West Ride Line** at **(541) 924-8738** or **1-866-724-2975**, 24 hours-a-day, seven days a week.

We will ask you questions to see what other transportation you may already have, the kind of transportation you need, and where you need to go.

Advance Notice

The more notice you give us, the more likely we can give you a ride. It is important that you call for a ride as soon as you know you need one. **We may not be able to give you a ride on very short notice.** If you call and request a ride the same day as your appointment, we may have trouble setting up a ride for you. We may ask you to change your appointment.

Canceling Rides

If you have asked for a ride and need to cancel it, please call **Ride Line** at **(541) 924-8738** or **1-866-724-2975**. Do this as soon as you know that you do not need the ride.

No-Show/Driver Tips

If you have asked for a ride and are not there when the ride arrives, the ride provider cannot charge you for your missed ride. However, the ride provider may not want to give you any future rides. Drivers are not allowed to ask for tips.

After Business Hours

If you have an emergency, call 911. The Ride Line does not provide emergency transportation.

If you call **Ride Line** after business hours, you will hear a recorded message telling you what to do to get a ride to your medical appointment. Follow the recorded instructions for arranging a ride.



Who To Call For Additional Information

- 📞 Questions about this notice or the Program? Contact a Customer Service Representative at **(541) 924-8738** or **1-866-724-2975** or your case manager.
- 📞 To receive a copy of this notice in a larger print size or different format, contact your case manager.