

Health Services
Office of Medical Assistance Programs

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OMAP Program and Policy Section

Number: OMAP-IM-06-131
Issue Date: 08/24/2006

Authorized Signature

Topic: Medical Benefits

Subject: Client notice: TransLink expands into Klamath and Lake Counties

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, OMHAS and OMAP transmittal lists |

Message: TransLink medical transportation expands into Klamath and Lake Counties on September 1, 2006. OMAP is mailing OHP Plus clients the following information about their medical transportation benefit.

If you have any questions about this information, contact:

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



Important Medical Information

Medical Transportation Benefits

Your OHP Plus benefit package (Medicaid) includes *free* rides to health care appointments. On September 1, 2006, Rogue Valley Transportation District begins serving eligible Oregon Health Plan clients in Klamath and Lake Counties with TransLink services.

You may call TransLink for rides if you:

- ✓ Have a current OMAP Medical Care Identification, and
- ✓ Receive OHP Plus benefits, and
- ✓ Are going to a covered health care appointment, and
- ✓ Have no other way to get there.

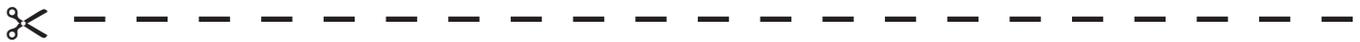
Call TransLink as soon as you make your health care appointment. Try to contact them as far in advance as possible. **They may not be able to give you a ride on very short notice.** You can ask for a ride to a health care appointment by calling any time, 24 hours a day, seven days a week. An automated system will receive all after-hours business calls. They will process after-hours calls the next business day.

When you call

Please be ready to tell the Customer Service Representative your:

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

They 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. Cut and keep this by your phone:



TransLink

(541) 842-2060

Toll-free 1-888-518-8160

Make appointments 24 hours a day, 7 days a week.

Office hours: 7:00 a.m. to 7:00 p.m. Monday through Friday, except holidays

Advance notice

The more notice you give the transportation provider, the more likely they can give you a ride. It is important that you call for a ride as soon as you know you need one. If you call the same day as your appointment, they may have trouble setting up a ride for you. They may ask you to change your appointment.

Canceling rides

If you have asked for a ride and need to cancel it, please call TransLink at **(541) 842-2060** or **(1-888) 518-8160**.

Do this as soon as you know that you do not need the ride.

"No show"

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

Driver tips

Drivers are not allowed to ask for tips.

After business hours

If you need a ride after business hours for a non-emergency, call your local transportation provider (such as the local taxi company).

**For all emergencies:
Dial 9-1-1. TransLink does not provide
emergency transportation.**

Please remember

This transportation program is only for clients with the OHP Plus benefit package to go to and from covered health care appointments. We cannot give you a ride to other places.



(OMAP CU Aug 06-204)

For additional information

-  Questions about this notice or your transportation benefits? Contact a Customer Service Representative at **(541) 385-8680** or **1-877-389-1122**, or your DHS worker.
-  To receive a copy of this notice in a larger print size or different format, contact your DHS worker.