

Jean Phillips, Deputy Administrator

Authorized Signature
Number: DMAP-IM-08-048

Issue Date: 5/01/2008

Topic: Medical Benefits

Subject: Client announcement: RideSource transportation brokerage opens in Lane County on May 19, 2008

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, AMH and DMAP transmittal lists |

Message:

DMAP will send the following letter to Lane County clients who receive OHP Plus benefits. It tells them that starting May 19, 2008, the RideSource transportation brokerage will be available to provide rides to and from covered health care appointments in Lane County, at no cost to clients.

Some OHP Plus clients in Douglas County, who receive medical services in Lane County, can also use this service for return rides from covered health care appointments in Lane County.

If you have any questions about this information, contact:

Contact(s):	Paula Burgess, Medical Transportation Policy Analyst		
Phone:	503-945-6736	Fax:	503-373-7689
E-mail:	paula.burgess@state.or.us		

Important information

About your medical transportation benefits

Your OHP Plus benefit package includes rides to and from covered health care appointments, at no cost to you. On May 19, 2008, RideSource begins serving eligible clients in Lane County.

When can you use RideSource?

You may call RideSource for rides when you:

- Have a health care appointment for services covered by the OHP Plus benefit package;
- Have no other way to get to your appointment;
- Have a current DMAP Medical Care Identification; and
- Receive OHP Plus benefits (listed as "A" or "D" in field 9b of your DMAP Medical Care Identification).

When should you call?

Call RideSource 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 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:

- Recipient ID Number (from field 11 of your DMAP Medical Care Identification)
- Address
- Telephone number
- Appointment date and time
- Doctor's name and address
- Managed care plan's name (if any, from field 8a of your DMAP Medical Care Identification)

They will ask you questions to see what other transportation you may already have, the kind of transportation you need, where you need to go, and what your appointment is for.

 *Cut and keep this quick reference card by your telephone:* ----- *-over-*



RideSource Call Center

Call 24 hours a day, 7 days a week to schedule rides to appointments covered by the OHP Plus benefit package.



Local	541-682-5566 (Eugene-Springfield calling area)
Toll-free	877-800-9899 (Rest of Lane County); 800-735-2900 (TTY)
Office hours	8:00 a.m. to 5:00 p.m., Monday through Friday, except holidays

-over-

Advance notice

The sooner you call RideSource, 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, call RideSource at 541-682-5566 or 877-800-9899. Do this as soon as you know that you do not need the ride.

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). Let the provider know you are an OHP Plus client. If they agree to give you a ride, it will still be at no cost to you.

Please remember

The RideSource 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.

"No show"

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

For additional information

- **If you have questions about this letter or your transportation benefits**, contact a Customer Service Representative at **541-682-5566** or **877-800-9899**, or your DHS worker.
- **To receive a copy of this letter in a larger print size or different format**, contact your DHS worker.



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Remember!

- ☎ **If you have questions about your transportation benefits**, contact a Customer Service Representative at 541-682-5566 or 877-800-9899, or your DHS worker.
- ☎ **Call 911 for all emergencies:** RideSource does not provide emergency transportation.