

## About the Program

Cascades West Ride Line provides non-emergent medical transportation to eligible clients traveling to IHN/OHP covered medical services, who have no other way to get to their medical appointments.

Sometimes there may not be a provider that can provide a ride, so please call to schedule your ride several days before your appointment.

## Scheduling

Individual and reoccurring appointments can be scheduled 90 days in advance. Call as soon as you know of your appointment in order to facilitate finding you a transportation provider.

## Client Qualifications:

- Intercommunity Health Network - Coordinated Care Organization (IHN-CCO)
- Oregon Health Plan (OHP) Medicaid Coverage

## Type of Transports:

- Public Transit
- Ambulatory
- Wheelchair
- Stretcher
- Secured

## Hours of Operation:

Monday - Friday  
8:00 am - 5:00 pm

Voice (541) 924.8738  
Toll Free (866) 724.2975  
TTY 7-1-1

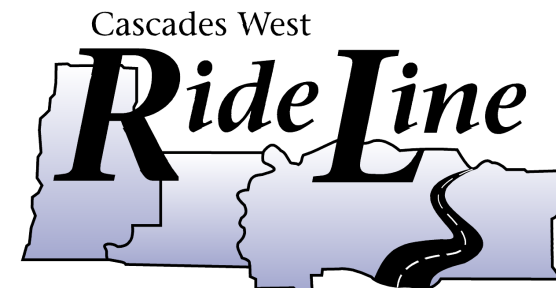
## Holiday Closures:

- New Year Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve (1/2 day)
- Christmas Day

Rides may be provided **24 hours a day, 365 days a year** depending on transportation provider availability.

## Providing Feedback:

Please contact Ride Line with any concerns or commendations. Ride Line is unable to resolve your concern. Intercommunity Health Network Coordinated Care Organization (IHN CCO) members can call IHN customer service 1-800-832-4580. OHP Plan members can call the OHA Client Services Unit 1-800-273-0557.



Serving Linn, Benton and Lincoln County Residents

## Non-Emergent Medical Transportation

*Don't miss an important medical appointment!*



A program of Oregon Cascades West Council of Governments;  
1400 Queen Avenue SE, Albany OR 97322  
February 2020

### **Transportation Provided To:**

Non-emergent medical services that are covered by Medicaid. You must be traveling to the closest medical service or nearest location where the service can be found.

### **At Time Of Call, Provide:**

Your date of birth and home address for security purposes. Your health provider contact information including full address; date, time, and length of your appointment, the medical reason for your appointment, and any special mobility needs.

### **About Your Trip:**

We ask that you be ready 15 minutes before your pickup time. Transportation providers may arrive before your scheduled pickup time but you are not required to board the vehicle prior to your scheduled pickup time. Driver will make their presence known either by knocking or calling. If you are not ready for your ride the provider will wait 15 minutes. After 15 minutes, the provider will notify Ride Line and go to their next destination and your trip will need to be rescheduled.

### **Safety Belts:**

Seat Belts must be worn at all times. Passengers with the Oregon Department of Transportation safety belt exemption card must carry the card and show the card to the driver.

### **Personal Care Attendant:**

One person may ride along with you free of charge. Children under age of 12 must have an attendant over the age of 18. Providers do not provide or help members to install or remove car seats. Our drivers are limited to door-to-door service and cannot assist the client with feeding, dressing, etc.

### **Cancellations/No-Shows:**

If you need to cancel a ride you must call Ride Line as soon as possible. You may leave a voicemail to cancel 24hrs a day. Rides not cancelled within an 1 hour of the scheduled time, is considered a No-Show. No-Shows may result in providers refusing to continue providing services to you.

### **Pharmacy Trips:**

Can be scheduled in conjunction with your medical appointment. There may be other situations for pharmacy requests, call Ride Line for details.

### **Same-day Rides:**

Same day appointments will only be scheduled after verifying with your doctor or medical office that it was not previously scheduled. We also accommodate same day trips to the nearest Urgent Care.

### **After Hours Instructions:**

For urgent matters only. Call Ride Line and follow the prompts to receive After Hours transport. In case of emergency call 911.

### **Mileage Reimbursement:**

If you drive a car or have someone else who can drive you, you may be reimbursed 25¢ per mile from your home to your appointment and back. Call Ride Line for details.

