

About the Program

Cascades West Ride Line provides non-emergent medical transportation and mileage reimbursement to eligible clients traveling to IHN/OHP covered medical services.

Client Qualifications:

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

Scheduling

Individual and reoccurring appointments can be scheduled up to 90 days in advance. In order to facilitate finding you the appropriate transportation provider, call as soon as you know of your appointment. Sometimes there may not be a provider available if Ride Line is not given enough notice of your appointment.

Type of Transports:

- Public Transit
- Ambulatory
- Wheelchair
- Stretcher (SAHP not eligible)
- Secured (SAHP not eligible)

Hours of Operation:

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

Voice (541) 924-8738
Toll-Free (866) 724-2975
TTY 7-1-1

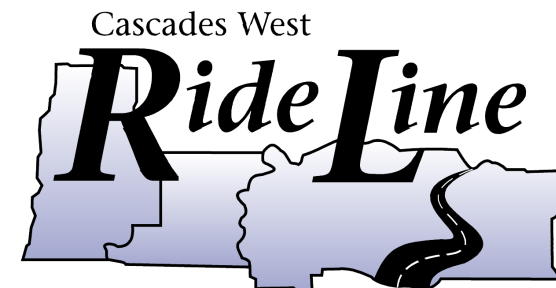
Observed Holiday Closures:

- 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 are 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. If Ride Line is unable to resolve your concern, Intercommunity Health Network Coordinated Care Organization (IHN CCO) members can call IHN customer service at 1-800-832-4580. OHP Plan members can call the OHA Client Services Unit at 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 2024

Transportation Provided To:

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

To Schedule a Ride, Provide:

- Legal name
- Date of birth
- Home address
- The medical service's full address (including Suite number if applicable), name of doctor, and their phone number
- Date, time, and length of your appointment
- The medical reason for your appointment
- Any specific mobility information that may require a special vehicle for transports
- Number of Attendants

About Your Trip:

We ask that you be ready 15 minutes before your pickup time. Transportation providers may arrive before your scheduled pickup time. Drivers will make their presence known either by knocking or calling. If you are not ready for your ride the provider will wait 15 minutes past your scheduled pickup time. 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 an Oregon Department of Transportation (ODOT) safety belt exemption card must carry the card and show the card to the Driver upon each transport.

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. Drivers 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. This means drivers are also not a substitute for a medically necessary attendant; drivers cannot sign members in or out of appointments, or sign any documentation on their behalf.

Cancellations/No-Shows:

If you need to cancel a ride, you must call Ride Line as soon as possible. You can either speak to staff or leave a voicemail. Voicemails to cancel your transport can be left at any time, day or night. Rides not cancelled within 1 hour of the scheduled pickup time are considered a No-Show. Continual No-Shows may result in providers refusing to transport you in the future.

Pharmacy Trips:

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

Same-Day Rides:

Same-day requests can be made to your nearest Urgent Care. Other same-day appointments may be scheduled if Ride Line can verify they were scheduled same day. All same-day requests are subject to provider availability.

After Hours Instructions:

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

Mileage Reimbursement:

If you drive a car or have someone who can drive you, you may be reimbursed 44¢ per mile from your home to your appointment and back. Call Ride Line for details. SAHP members are not eligible for mileage reimbursement.

