



Cascades West Ride Line

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www.ocwcog.org

Non-Emergency Medical Transportation

Don't miss an important medical appointment!

Ride Line Business Hours:

Monday – Friday:

8:00 am – 5:00 pm

Member Portal:

cp-cwrideline.gryde.com

Transportation Services are provided **24 hours a day, 365 days a year**. All requests depend on the driver's availability.

About the Program: Ride Line provides non-emergency medical transportation service and mileage reimbursement to clients traveling to covered medical services.

Client Qualifications: Ride Line works with your medical insurance company to offer covered transportation services. Our partners are:

- **IHN-CCO**—Intercommunity Health Network - Coordinated Care Organization
- **OHP**—Oregon Health Plan Medicaid Coverage

Type of Transports:

- Mileage Reimbursement
- Public Bus Tickets
- Sedan (Can Walk on your own)
- Wheelchair (Standard and Wide)
- Stretcher
- Secured

Transportation Provided To: Non-emergency medical services that are covered by your medical insurance company. You must be traveling to the nearest location for the service.

Scheduling: Requests for transportation can be scheduled up to 90 days into the future. To help find you the best transportation, call as soon as you know of your appointment.

If Ride Line is not given enough time, we may not be able to find a driver.

After Hours Instructions: Call Ride Line and follow the phone prompts to schedule an afterhours transport. In case of emergency call 911.

Requesting a Ride: Ride Line will use what you provide to confirm if the transportation request is a covered benefit. Be ready to give us:

- Legal name
- Date of birth
- Home address for pick up
- Full address of medical office (Suite number if applicable, name of doctor, and office phone number)
- Date and time of appointment
- How long you will be at the appointment
- Medical reason for appointment
- Information about mobility that may require a special vehicle
- If an attendant will be traveling with the client.

Personal Care Attendant: One person may ride with the member free of charge. A member 12 years old and under must have an attendant over the age of 18.

Mileage Reimbursement*: If you drive or have someone who can drive, you may be reimbursed to and from your appointment. Call Ride Line to set up a mileage account.

Pharmacy Trips: A stop at the pharmacy should be requested while you are scheduling a ride to the medical appointment. If it turns out you do not need the pharmacy stop, you can cancel the trip.

Safety Belts: Seat Belts must be worn. Riders with an Oregon Exemption Card must show the card to the Driver.

Transportation Drivers: Drivers are limited to door-to-door service and cannot assist the client with feeding, dressing, etc.

Drivers cannot install or remove car seats. Car seats must be removed upon arrival at the destination.

Drivers cannot sign documents on the client's behalf.

Drivers cannot take the place of a medically necessary attendant.

Drivers cannot sign members in or out of appointments.

Cancellations/No-Shows--Service Modification: If you need to cancel a ride, you must contact Ride Line as soon as possible. You can cancel using the online Member Portal, call and speak to staff, or leave a voicemail. Voicemail and the Member Portal can be used any time, day or night to cancel rides.

Ongoing No-Shows may result in limited-service offerings.

Same-Day Rides: Ride Line will make every reasonable effort to schedule same day requests. All same-day requests depend on the driver's availability.

Providing Feedback: Please contact Ride Line or your insurance company with any concerns. Positive feedback is always welcome too!