

Ride Line Non-Emergency Medical Transportation

Make all your important medical appointments, 24/7, 365 days a year!

Ride Line provides **non-emergency medical transportation service and mileage reimbursement** to clients traveling to covered medical services and appointments.

Our medical insurance partners:



TRANSPORT SERVICES



Mileage
Reimbursement



Public Bus
Tickets



Sedan (can walk
on your own)



Wheelchair (wide
and standard)



Stretcher



Secured

Requesting & scheduling rides:

Ride requests can be scheduled up to 90 days ahead of time. To help find you the best transportation, contact us 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 in time. To schedule, be prepared to share the following information with us to verify your coverage and options:

- ✓ Your legal name and date of birth
- ✓ Home/pick up address
- ✓ Contact info of medical office (name of doctor, full address, and phone number)
- ✓ Date, time, and duration of appointment
- ✓ Medical reason for appointment
- ✓ Information about mobility that may require a special vehicle

Schedule and manage your ride in the QRyde Member Portal!

Visit cp-cwrideline.qryde.com/CP

Ride Line Business / Call Center Hours

Monday – Friday
8:00 am - 5:00 pm

Local 541-924-8738
Toll-Free 866-724-2975
TTY 7-1-1

Policies & Important Info

Attendants: Only 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 eligible for mileage reimbursement to and from your appointment in lieu of a ride. Contact us to set up a mileage account and verify coverage. *The Member Portal cannot be used to create mileage trips.*

Pharmacy Stops: Adding a stop at the pharmacy must be requested while you are scheduling a ride to the medical appointment. You can cancel at any time if not needed.

Seat Belts: Seat belts must be worn for the duration of all rides. Riders with an Oregon Exemption Card must show the card to the driver.

Driver Policies: Drivers are limited to door-to-door service and cannot assist 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 or use the Member Portal. 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: We will make every reasonable effort to schedule same day requests, but they are not guaranteed rides. Availability varies based on locations and drivers.

In the case of an emergency, call 9-1-1.