

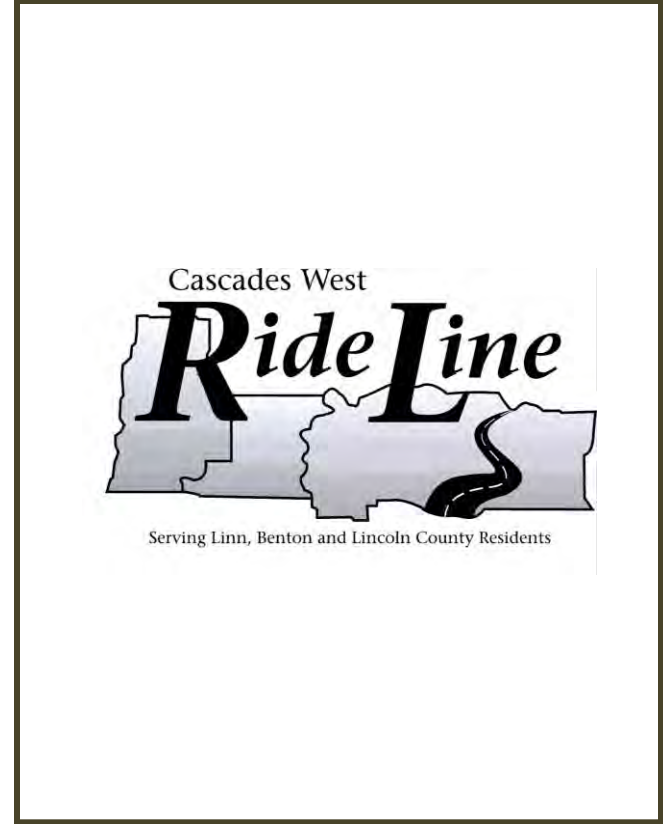
Cascades West RideLine

Voice (541) 924-8738
Toll Free (866) 724-2975
TTY (800) 735-2900



RideLine

Program Guide



Serving InterCommunity Health Network (IHN-CCO), Oregon Health Plan (OHP), and Medicaid Clients

Service Hours

Non-Emergent Medical Transportation services may be provided 24 hours a day, 365 days a year. However, it may be difficult to arrange transportation that takes place after hours or on weekends or holidays, so please be sure to call as far ahead as possible during normal business hours to schedule rides that are necessary for these times.

Cascades West Ride Line is open Monday through Friday, 8:00 am to 5:00 except for the following day:

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

To receive services for urgent, unanticipated after hours medical needs, call the Cascades West Ride Line number and listen to the message which will provide a list of available providers. Call the company listed for your area and make arrangements directly with them, and then notify Ride Line the next business day.

Incllement Weather – Ride Line determine possible weather concerns that could impact transportation services. After a determination is made, Ride Line or transportation providers will notify the members if there could be a disruption with their transport.

Personal Care Attendant

A personal care attendant must accompany you if you are unable to travel by yourself to your appointments. You are responsible for providing your own personal care attendant.

One personal care attendant can travel with you at no cost. Additional riders may have to pay a fare or a shared ride cost. Cascades West Ride Line only provides the transportation and is not responsible for wages, meals, or other costs associated with your personal care attendant.

Client Feedback

Concerns, Compliments, and grievances can be made by calling Cascades West Ride Line at:

Voice (541) 924.8738
Toll Free (866) 724.2975
TTY 711 (Oregon Relay Service)

However, if 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. Oregon Health Plan members can call the Oregon Health Authority Client Services Unit 1-800-273-0557.

Client Confidentiality

Discussing or providing client information, except for normal business purposes, is strictly prohibited.

Table of Contents

1. Introduction
2. Client Eligibility
Selecting a Medical Provider
3. Service Description
4. Scheduling a Ride
5. Scheduling a Ride cont.
6. Wheelchair/Mobility Aids
7. Children
8. Types of Non-Emergent Medical Transportation
9. Safety Belts
When to be Ready
10. Cancellation & No-Show Policy
11. Personal Care Attendant
12. Client Feedback
13. Client Confidentiality
14. Service Hours

Introduction

Cascades West Ride Line provides non-emergent medical transportation options to eligible InterCommunity Health Network Coordinated Care Organization (IHN-CCO) and Oregon Health Plan Plus (OHP Plus) clients traveling to covered medical services.

Non-emergent Medical Transportation (NEMT) is provided to OHP Plus clients like you who have no other way to get to their medical services.

Sometimes there may not be any provider that can provide a ride, so rides depend on a transportation provider being available. In order to ensure a ride is available for you, please call to schedule your ride up to 30 days in advance of your appointment.



Cancellation & No-Show Policy

If you need to cancel a ride you must call Ride Line as soon as possible. Outside of business hours you may leave a voicemail to cancel.

When you are not ready at the pickup time and have not canceled the ride at least 1 hour in advance of the scheduled time, the ride is considered a No-Show.

Continual No-Shows may result in a specific transportation provider refusing to continue providing service, since transportation providers do not get paid for No-Show rides. It is imperative that you make every reasonable effort to avoid No-Shows and cancel the unnecessary ride appropriately. Failure to do so may limit available transportation resources, placing undue burdens on Cascades West Ride Line and making transportation more difficult for all clients.

If you continually No-Show, then Cascades West Ride Line may impose special conditions and reasonable restrictions on your future rides, including but not limited to: limiting the number of rides you can schedule at a time, limiting you to a specific provider, and requiring confirmation calls prior to each ride.

Safety Belts

You and all passengers are required to comply with all regulations regarding safety belt use. Passengers who require safety belt extensions must notify Cascades West Ride Line of this need when scheduling a ride. Passengers with the Oregon Department of Transportation safety belt exemption card must carry the card and show the card to the driver.

Passengers using wheelchairs must use the lap and shoulder belt.

When to Be Ready

You should be ready 15 minutes before your scheduled pickup time.

Transportation providers should arrive within 15 minutes after the scheduled pickup time. If this does not happen, you should call Cascades West Ride Line.

You must call Cascades West Ride Line if you miss your scheduled ride. Do not call the transportation provider to reschedule a ride.

If you are not ready for your ride when the transportation provider arrives, the provider will wait 15 minutes. After 15 minutes, the provider will go to their next destination and your trip will need to be rescheduled.

Client Eligibility

Cascades West Ride Line is responsible for verifying your eligibility prior to providing services. This includes determining if you are in a managed care plan.

Cascades West Ride Line assumes full financial risk in serving a person who is not confirmed eligible by the Department of Human Services as eligible for the transportation provided on the date(s) of service. There is no cost to you for authorized transportation services.

Selecting a Medical Provider

To be eligible for Medical Transportation Program services, you need to choose a medical care provider in your local area. Local area means “in or nearest” the city or town you live in. If a provider is not available in your city or town, you can ask for a ride to the nearest location where the service can be found. Ride Line may ask for a referral of medical necessity to go out of area. You have the right to choose any medical care provider. However, if you choose a medical care provider outside of your local area, or not at the next nearest location where providers are available, you are responsible for your own ride; it is not a covered service.

Service Description

When authorized by Cascades West Ride Line, Non-Emergent Medical Transportation Providers may come to the door of the home or the main entrance of the medical facility to let you know they are ready to transport you.

- Non-emergent medical transportation providers may assist you into the main entrance lobbies of medical facilities, but will not assist you into medical rooms or other areas of the building. If you require further assistance, you will need to provide your own personal care attendant. (please see Personal Care Attendant section)
- Non-emergent medical transportation providers do not enter your room or house except for a stretcher car transport.
- Non-emergent medical transportation providers do not help you get ready for transport (feeding, dressing, etc.)
- Non-Emergent Medical Transportation providers do not transfer you between bed and wheelchair, wheelchair and vehicle, etc.
- Non-Emergent Medical Transportation providers are prohibited from requesting or receiving fares or tips.
- Our drivers have the right to service modification when the health & safety of our staff or other passengers is called into question.
- NEMT providers will not drop you off at your destination more than one (1) hour before your scheduled appointment.
- NEMT providers will not drop you off at a facility that is closed.

Children Continued

The adult attendant must provide and install car seats that are necessary under current statewide vehicle regulations.

Non-emergent medical transportation providers do not provide or help clients to install or remove car seats.

Car seats may not be left in the vehicles during the child's appointment because the same provider will not necessarily provide the return ride.

Types of Non-Emergent Medical Transportation

Non-Emergent Medical Transportation is scheduled with the most appropriate and most cost-effective mode of transportation that meets your needs. Depending on your situation, this could be bus tickets, wheelchair van, stretcher van, or other types of transportation as necessary.

Rides may be shared. Other Clients may be picked up or dropped off along the way.

When it is possible, you may be asked to try to schedule multiple appointments on the same day to avoid repeated trips.

Children

Children under age 12 must have one adult attendant at all times. The attendant may be the child's parent or legal guardian, an adult relative, an adult expressly identified in writing by the parent or legal guardian as an attendant, or a Department of Human Services employee or volunteer. The adult attendant can go with the child at no cost.

Children age 12 and over do not require an adult attendant for transportation. However, one adult attendant may still travel with children under age 18 at no cost. Remember, most medical procedures for children under 18 require adult consent and supervision.



Scheduling a Ride

You can call to schedule your rides Monday through Friday, 8:00 am to 5:00 pm.

We recommend that you should call to schedule your ride at least 3 business days in advance if possible. Advanced notice is helpful, less notice could result in us not being able to provide you a ride to your appointment. To schedule a ride call Cascades West Ride Line at:

Voice	(541) 924.8738
Toll Free	(866) 724.2975
TTY	711 (Oregon Relay Service)

A customer service representative will verify your eligibility and will need the following information:

- Your name
- Your address
- Your phone number
- Physician/Facility name
- Physician/Facility address
- Physician/Facility phone number
- Date of appointment
- Time of appointment
- Pick-up Time after appointment
- Medical reason for appointment (to verify covered services)
- Any special mobility needs (such as wheelchair or service animal)
- Any specific directions to your home or medical facility

Scheduling a Ride

If you are calling to schedule your own ride or on behalf of someone else customer service representative will confirm identity for the person needing the ride either by confirming the date of birth or insurance id number.

The customer service representative will verify that you are traveling to a covered service and have no other way to get to your appointment. The representative will then either authorize or deny the trip based on the information you provided during the call.

Same day appointments will only be scheduled after verifying with your doctor or medical office that it was not previously scheduled.

For same day, non-scheduled return pick-up, a provider will be dispatched and present within one (1) hour of your approved request. Approval of unscheduled pick is subject to evaluation of eligibility and ride criteria.

If you need to cancel a ride you must call Ride Line as soon as possible. Outside of business hours you may leave a voicemail to cancel. To change a ride please call during normal business hours and speak with a representative. Ride Line will try to accommodate changes. Transportation providers are not authorized to make changes without the approval of Ride Line.

If you are denied transportation service based on the program guidelines, you will receive a denial verbally and a letter that references the rule and reason for the denial. If you feel you have been denied non-emergent medical transportation services unfairly, you have the right to request an appeal. Appeal information will be provided with your denial letter.

Wheelchair/Mobility Aids

If you use a wheelchair, non-emergent medical transportation providers may assist you up and down curbs if you ask.

If your wheelchair is oversized, you must tell Cascades West Ride Line so the right vehicle can be sent. An oversized wheelchair is larger than 30 inches wide, 48 inches long, or more than 600 pounds when occupied.

If you use a scooter, you may be asked if you want to transfer into a vehicle seat for your own safety, but you are not required to do so.

Mobility aids such as walkers or canes need to be safely stowed in the vehicle once you have been seated. The non-emergent medical transportation provider will help you secure your equipment if necessary.

Portable oxygen tanks must be secured while being transported.

Service animals trained to assist persons with disabilities are permitted on all Cascades West Ride Line contracted vehicles. You must notify Cascades West Ride Line in advance if you need to bring a service animal on the ride.

The service animal must be under the clients control at all times.