

Free Rides to Health Care FAQ

1. What is NEMT?

Non-Emergent Medical Transportation, or NEMT, means free rides to covered health care services.

2. What ride services, or brokerages, contract with PacificSource?

a. Columbia Gorge, Central Oregon] and Marion-Polk CCO Members call:

(Hood River, Wasco, Crook, Deschutes, Jefferson, North Klamath, Marion and Polk Counties)

• LogistiCare

- (855) 397-3617 Toll-free for Columbia Gorge
- (844) 544-1397 Toll-free for Marion-Polk
- Toll-free for Central Oregon
- (800) 735-2900 TTY for Columbia Gorge
- (800) 735-2900 TTY for Marion-Polk
- (800) 735-2900 TTY for Central Oregon]

Hours: Monday – Friday 9:00am – 5:00pm closed all major holidays

(For Routine Trips) 7 days a week, 24 hrs a day

(For Urgent and Discharge Trips)

b. Lane County CCO Members call:

(Lane County)

• RideSource (LTD)

- (541) 682-5566 Local
- (877) 800-9899 Toll-free
- (800) 735-2900 TTY

Hours: Monday – Friday 8:00am – 5:00pm closed all major holidays

3. Can I get a ride?

If you are eligible on the Oregon Health Plan, you can receive a ride to a covered service if:

- You are a member and enrolled in the Central Oregon, Columbia Gorge, Marion-Polk, or Lane County CCO.
- If your appointments are a covered health care service. This can be Physical, Behavioral, or Dental appointments. Note: you may be eligible to get rides to services authorized through flexible services.

4. What are the different types of transportation available to me?

Depending on your needs. Examples are:

- Bus Pass
- Taxi Service
- A ride from a Volunteer driver
- Wheelchair accessible vehicle service

- Stretcher vehicle
- Reimbursement for driving yourself or having someone else drive you (you must notify the brokerage before the appointment)
- Non-emergent ambulance transportation. For all regions, non-emergent ambulance is coordinated by your clinical provider and the ambulance company, not the NEMT brokerage.

5. When should I call to schedule a ride?

You are encouraged to call as soon as possible. If a call is placed ahead of time, it is easier to find you a ride. You can schedule rides 90 days before your appointment.

6. What if I have children and have to take them with me to the appointment?

Children are able to ride with a parent/guardian with prior notification and request to the brokerage. There may be some limitations to the number of individuals that can be accommodated in the vehicle. Car seats/booster seats are not provided by the brokerage. Make sure you let your transportation brokerage know when scheduling your ride.

7. Can I bring anyone to come with me to my appointment?

You are allowed to have an attendant with you if you need help. You must let the transportation brokerage know if you will have an attendant with you.

Children under the age of 12 require an adult attendant and children 12 and older may have an attendant travel with them.

The attendant must be with the member at the time of the pickup. Rides will not be scheduled to pick up from two different locations.

8. At what age can my child ride alone to his/her appointment?

Members must be 12 and older to travel alone.

9. What if I need a ride and it's after hours? (urgent care)

You are eligible for rides to urgent services because it is a covered service. The brokerage will screen the call to determine urgency and, if needed, refer you to call 911. Urgent requests can be difficult to schedule due to the lack of prior notification.

10. Is a ride to a WIC appointment covered?

Yes. We cover transportation for WIC certification, recertification, individual follow-up visits, such as one-on-one's, and follow up visits with a registered dietitian. Group classes are not eligible for NEMT.

11. Can I schedule a same day ride?

Yes. However, we encourage rides to be scheduled with prior notice. If there is an immediate need to get to an appointment, you will want to call the brokerage to

schedule the ride as soon as possible. It is not a guarantee that a provider will be available.

12. Are there other options to vehicles for a ride? Can I choose what type of ride I want?

Rides are scheduled depending on your needs. Rides can be a bus pass, wheelchair van, stretcher van, sedan, etc. For example, if you were air lifted to a facility for treatment, and have been discharged home, and your needs have changed, then you may be transported back by a different form of transportation like a stretcher van or a non-emergent ambulance ride.

13. Can I get paid for gas?

If you have a car, you can get help with the travel costs. Funds can be paid to you, a caregiver, family member or friend.

Central Oregon, Columbia Gorge, Lane, and Marion-Polk: Members do not need to call ahead of their ride, but all reimbursement requests must be submitted to the brokerage no later than 45 days after the appointment date, with the appropriate documentation.

Mileage for travel is paid at 25 cents per mile.

14. What if I have to travel out of area, can I get help with lodging and meals?

If you must travel out of area for a covered health care service, you may be able to get help with costs for meals and lodging. You can also ask for travel funds for one person (also known as an attendant) traveling with you if you need their help.

Central Oregon, Columbia Gorge, Lane, and Marion-Polk: The member does not need to call the transportation brokerage and request help before the appointment to start the process. Documentation may be requested to prove the services were provided.

15. What are some examples why my ride might be denied?

- You requested a ride to an appointment for a service that is not covered.
- The transportation brokerage could not verify that your appointment was for a covered service.
- The ride was for a court ordered medical appointment that is not covered or you are incarcerated.
- You are not eligible on a PacificSource plan.

16. Can I submit an appeal if a ride is denied?

Yes, you have the same appeal rights for this benefit as you do for any other covered benefit. The appropriate Notice of Adverse Benefit Determination (NOABD) is sent out with each denial.

17. Do I have any other options when a ride is denied for not being covered by the plan?

Yes, it is possible that you may qualify under flexible services. For example, if you were approved through flexible services for a gym membership, but don't have transportation to the gym you may qualify for transportation under flexible services. Reach out to Customer Service for more information.

18. When should I call PacificSource vs. the NEMT brokerage?

You can always call PacificSource Customer Service if you need help or have questions about arranging a ride, but we encourage that you call the brokerage.

19. For more information, visit our website to pick your CCO region to find the Medical Ride Program Guides and other information, both in English and Spanish, at <https://communitysolutions.pacificsource.com/Member>