

Non-Emergent Medical Transportation Services (NEMT)

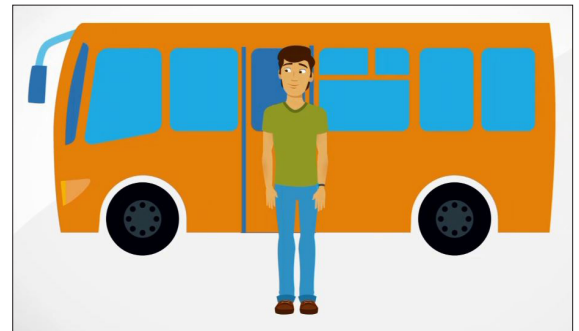


What is NEMT?

Non-Emergent Medical Transport, or NEMT, is how you can get a ride to a covered healthcare appointment. This is for scheduled healthcare appointments, not emergencies. Cascades East Ride Center (CERC) is the company that provides this service for the Central Oregon CCO.

There are many ways we can help you get to your appointment depending on your needs. Examples are:

- Bus pass or taxi service.
- A ride from a volunteer driver.
- Wheel-chair accessible vehicle service.
- Stretcher vehicle or non-emergent ambulance.
- Reimbursement for driving yourself (if authorized before the appointment).



Please note, some rules may apply. Call CERC or PacificSource Customer Service for more information, phone numbers are listed on the back.

Who can get a ride?

You are eligible for a free ride to your covered appointment if:

- You are enrolled in the Central Oregon CCO.
- Your appointment is covered by the Central Oregon CCO.
- You can't find any other way to get to the appointment.

Children ages 12 and under must travel with a parent or guardian who is at least 18 years old.

When to call?

Call at least 48 hours before you need a ride. Same-day and next-day rides requests may be approved for:

- Hospital discharges.
- Rides to your PCP for treatment of a serious illness.
- Rides to a specialist when your PCP refers you for a next available appointment.

Reimbursements

If you or someone else drives you to your appointment, you may be able to be paid back for part of the cost of the mileage. This is from your home to your appointment and back.

If you want to be reimbursed, you must report this to CERC before your appointment.

If the ride is urgent and CERC is closed, mileage, lodging and meal expenses can be paid back afterward if it is verified and submitted within 45 days.

Always call 911 if you are having a medical emergency.

Scheduling a ride:

1. Call Cascades East Ride Center (CERC): (541) 385-8680 or (866) 385-8680, TTY call 711, Monday - Friday: 8:00 a.m.- 5:00 p.m.
2. When you call, you will need to give some information about your trip:
 - Time and location of your appointment.
 - Address where you need to be picked up.
 - If you have a car or a friend or family member that can take you to your appointment.
 - If you have any special needs.

You can get this flyer in another language, large print, or another way that's best for you. Call us toll-free at (800) 431-4135, TTY users call (800) 735-2900.

Si usted necesita servicios de intérprete, por favor llame al teléfono (800) 431-4135 si vive en Central Oregon o al teléfono (855) 204-2965 si vive en Columbia Gorge.