

# Rider Guide

Cascades East  
Ride Center (CERC)



This guide covers:

- Eligibility
- Types of rides
- Service hours
- Scheduling a ride
- Urgent rides
- Mileage cost help
- Meal and/or lodging help
- Rides to the pharmacy
- When to be ready
- Canceling a ride
- Rider no-shows
- What to expect from your driver
- Attendants
- Children
- Wheelchair/mobility aids
- Safety belts
- Your privacy
- Feedback



**PacificSource**  
Community Solutions

# Rider Guide

## Cascades East Ride Center (CERC)

### Contents

Introduction . . . . .	<b>1</b>
Eligibility. . . . .	<b>1</b>
Types of Rides. . . . .	<b>1</b>
Service Hours . . . . .	<b>1</b>
Scheduling a Ride . . . . .	<b>2</b>
Urgent Rides . . . . .	<b>3</b>
Mileage Cost Help . . . . .	<b>3</b>
Meal and/or Lodging Help. . . . .	<b>4</b>
Rides to the Pharmacy . . . . .	<b>4</b>
When to Be Ready . . . . .	<b>5</b>
Canceling a Ride . . . . .	<b>5</b>
Rider No-Shows. . . . .	<b>5</b>
What to Expect from Your Driver. . . . .	<b>6</b>
Attendants . . . . .	<b>6</b>
Children . . . . .	<b>7</b>
Wheelchair/Mobility Aids . . . . .	<b>7</b>
Safety Belts . . . . .	<b>7</b>
Your Privacy . . . . .	<b>8</b>
Your Rights . . . . .	<b>8</b>
Feedback . . . . .	<b>8</b>

# Introduction

Cascades East Ride Center (CERC) helps PacificSource Oregon Health Plan (OHP) (Medicaid) members get to their healthcare appointments. The program is called Non-Emergency Medical Transportation (NEMT). This guide can help you understand how and when you can use ride services.

## Eligibility

You can get free rides from CERC if all three of the following are true:

- You are covered by PacificSource insurance through the Oregon Health Plan (Medicaid) in Central Oregon.
- You are traveling to a covered doctor’s appointment or other healthcare service.
- You need help getting there.

## Types of Rides

CERC schedules the best ride to meet your needs. Ride help can include:

- Help with the cost for you (or someone else) to drive to your appointment
- Bus tickets
- Car/taxi or ride service
- Wheelchair van
- Stretcher van
- Other types, as necessary

Some rides are shared. Drivers may pick up or drop off other riders along the way.

## Service Hours

CERC can schedule rides to healthcare appointments any time of day, 365 days a year. However, it may be hard to schedule a ride for nights, weekends, or holidays. For rides needed during these times, please call as far ahead as you can, up to 30 days before your appointment.

CERC is open to schedule rides Monday through Friday, 7:00 AM to 6:00 PM.

CERC is closed Saturday, Sunday, and the following holidays:

- New Year’s Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

## Scheduling a Ride

To schedule a ride, call CERC at:

**Phone number: (541) 385-8680**

**Toll free phone number:  
1 (866) 385-8680**

**TTY users: 711 or 1 (800) 735-2900**

You can schedule your rides Monday through Friday, from 7:00 AM to 5:00 PM.

Please call to schedule at least two business days before your healthcare appointment, if possible. You can set up rides up to 30 days before your appointments.

CERC will ask you for all the information below. Please have this information ready when you call:

- Your name
- Your address
- Your phone number
- Doctor name
- Doctor address
- Doctor phone number
- Referring doctor, if appointment is outside of your local area
- Date of healthcare appointment
- Time of healthcare appointment
- Pick-up time after the healthcare appointment
- Reason for healthcare appointment
- If an attendant will be traveling with you
- Any mobility needs (such as a wheelchair or service animal)
- Your height and weight for all stretcher and wheelchair rides
- Clear directions to your home or the healthcare facility
- Any special information to help us set up the ride to meet your needs



To schedule a ride for a child under 12, you will also need to provide information about the adult caregiver that will ride with the child. (See the Children section on page 7)

Return trip rides: Please be sure to schedule your return trip ride as well. Once you have a return trip scheduled, you can call the ride driver directly for your return ride pick up

## Urgent Rides

### **If you have an emergency, call**

**911.** CERC cannot arrange emergency ambulance rides.

Urgent rides can be set up if a driver is available. Urgent means the healthcare appointment is:

- Needed right away,
- Was not scheduled in advance, and
- Was not planned for

If you have an urgent need for a ride when CERC is open, call the ride center.

If you have an urgent need for a ride when CERC is closed, a ride provider in your area may be able to give you a ride. Follow these steps:

- **First:** Call the CERC phone number and listen to the after-hours message.

Toll free phone number:  
1 (866) 385-8680

TTY user: 711 or 1 (800) 735-2900

- **Next:** Follow the instructions on the phone message, *or* check the CERC website to find a link to a list of ride providers.

Website: [COIC2.org/transportation/cascade-east-ride-center](http://COIC2.org/transportation/cascade-east-ride-center)

## Mileage Cost Help

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

Mileage for travel is paid at 25 cents per mile for the shortest route to your healthcare appointment. Contact CERC to set up a debit card to receive travel cost help. Funds are loaded onto the debit card *after* your healthcare appointment.

Follow these steps to request mileage help:

1. Call CERC to request the ride help **before** the healthcare appointment.  
  
Toll free phone number: 1 (866) 385-8680  
  
TTY user: 711 or 1 (800) 735-2900
2. Complete your section of the Healthcare Visit Verification form and **take it with you to your appointment.**
3. **When you are at your appointment,** have your healthcare provider complete their section of the form.
4. **Return the completed form to CERC within 45 days** of your healthcare appointment.

CERC will load the mileage funds onto the debit card within 15 days of receiving your completed form.

Urgent appointment: If you have an unplanned, urgent appointment, please call within two days of the appointment to request ride cost help.

## Meal and Lodging Help

If you must travel outside of Central Oregon for healthcare services, you may be able to get help with costs for meals and lodging.

You can also ask for travel funds for one person traveling with you if you need their help.

**Meal help** and how it works:

- Breakfast: \$3.00  
Your travel must begin before 6:00 AM to receive this allowance.
- Lunch: \$3.50  
Your travel must span the entire lunch period, from 11:30 AM to 1:30 PM.
- Dinner: \$5.50  
Your travel must end after 6:30 PM.

Meal help is **not** available if you are an inpatient (admitted to a hospital or facility), or when meals are available to you at no cost.

**Lodging help** and how it works:

- You can get funds for up to \$40.00 per night.
- You must provide a copy of an **original** receipt showing your actual costs.

Follow these steps to request meal or lodging help:

1. **Call CERC before** your healthcare appointment to request help to pay for lodging or meals.

Toll free phone number: 1 (866) 385-8680

TTY user: 711 or 1 (800) 735-2900

2. Complete your section of the Healthcare Visit Verification form and **take it with you to your appointment.**
3. **When you are at your appointment,** have your healthcare provider complete their section of the form.
4. **Return your completed form to CERC within 45 days after** your healthcare appointment. If you are asking for **lodging** help, also include a copy of your **original receipt** showing your actual cost.

CERC will put the money due you on your debit card within 15 days of receiving your completed form.

Urgent appointment: If you have an unplanned, urgent appointment, call within two days of the appointment to request meal and lodging cost help.

## Rides to the Pharmacy

Rides to the pharmacy are available only:

- During a scheduled return ride from a healthcare appointment, or
- For urgent, critical needs

You can fill prescriptions through a mail order pharmacy because of your medical insurance coverage. The mail order

pharmacy will fill your prescription and send it to you. Contact PacificSource Customer Service for help signing up for mail order pharmacy.

**Phone number: (541) 382-5920**

**Toll free phone number:  
1 (800) 431-4135**

**TTY users: 711 or 1 (800) 735-2900**

## When to Be Ready

Rides to your healthcare appointment:

- Be ready 15 minutes before your pickup time. Drivers will arrive within the 15 minutes before your pickup time.
- Drivers are only required to wait for 5 minutes, so it is important to be ready when they arrive.
- If your driver has not arrived by 10 minutes after your scheduled pickup time, call CERC. Staff will check that they are on their way.

Rides home from your healthcare appointment:

- Your driver will give you instructions for your return ride when they drop you off. If they don't, make sure to ask. Some drivers will not come to take you home until you call them.
- You may need to wait up to one hour from the time you call or your scheduled pick-up time for your driver to pick you up. If your driver has not arrived after one hour, call CERC. Staff will check to see that a driver is on the way.

## Canceling a Ride

If you will not need the ride you scheduled, please call CERC as soon as you can.

Toll free phone number: 1 (866) 385-8680

TTY user: 711 or 1 (800) 735-2900

If CERC is closed, please leave a message. Call the Ride Center and press 9 once you reach the "After Hours" message. Include the following:

- Your name (spell it out slowly)
- Date of scheduled ride
- Time of scheduled ride
- Your phone number

## Rider No-Shows

Please be sure to cancel unneeded rides in advance. The ride is considered a "no-show" if you are not ready at the pickup time and have not canceled the ride before the driver leaves to pick you up.

Rider no-shows can make it hard for CERC to arrange rides for you. If you have several no-shows, CERC may need to make special arrangements for your future rides. Special ride arrangements may include, but are not limited to the following:

- You may have to call before your ride to confirm.
- You may be asked to always have an attendant go with you.
- You may not be allowed to set up rides more than five days before your appointment.



## What to Expect from Your Driver

Drivers must tell you when they arrive by calling, knocking on your door, or by coming into the lobby of the facility.

If you need help, please let CERC know when you schedule your ride. If you will need help at the healthcare facility, help to eat, go to the restroom, and so on, you will need to bring a caregiver to help you. (See Attendant section, below.)

### **Drivers can:**

Help you walk up or down one or two steps. *Some* drivers can help you go to and from your door to the vehicle, and help you into the lobby of the healthcare facility. Drivers *cannot* help you beyond that point. If you need this help you will need to provide your own attendant to help you.

### **Drivers cannot:**

- Enter your home or room (except for a hospital discharge or a stretcher car transport).
- Help you get ready for transport (dressing, and so on).
- Transfer you between bed and wheelchair, or wheelchair and vehicle.
- Help you with any personal needs during your ride.
- Ask for or accept fares or tips.

## Attendants

If you need more help than your driver can provide, an attendant must come with you. You will need to provide your own attendant. CERC cannot provide an attendant for you.

When you schedule your ride, please let CERC know if an attendant will be

coming with you. CERC can schedule the ride for you plus **one adult** attendant. There is no charge for your attendant's ride.

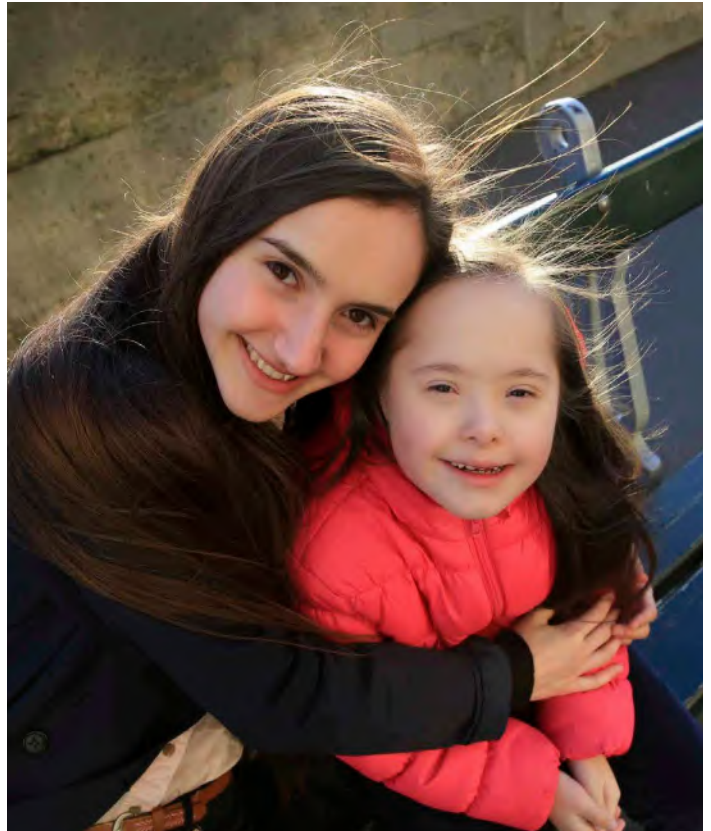
Rides will not be arranged for extra children, family members, or friends.



## Children

There are some special rules for rides for children:

- Children younger than 12 must ride with an adult. Please tell who the adult will be when you schedule the ride.
- Children younger than 18 may have an adult come with them, but it is not required.
- All infants and young children must be secured in a car seat or booster seat as required by Oregon law. You must provide and secure the seat in the ride vehicle.
- Car seats may not be left in the vehicle during the appointment, because the same driver may not provide the return ride. Or the driver may give others rides during your appointment.



## Wheelchair/Mobility Aids

To make sure the right kind of vehicle comes to pick you up, please let CERC know if you have any of the following when you schedule your ride:

- A mobility aid, such as a manual wheelchair, walker, or cane
- A portable oxygen tank
- A wheelchair that is bigger than 30 inches wide, 48 inches long, or more than 600 pounds when occupied.
- A scooter
- A service animal
- Any other special equipment

## Safety Belts

All riders are required to follow all laws regarding safety belt use. This means all riders must wear seat belts at all times.

If you need safety belt extensions, please tell CERC when scheduling your ride.

Riders with a safety belt exemption card must carry it and show it to the driver before every ride.

## Your Privacy

All information you provide to CERC will be kept private.

CERC will only tell drivers the information that is necessary to provide your ride for you.

Medical information is only provided to drivers when needed (for example, you use oxygen). Drivers will not share any of your information outside of the ride except with CERC, PacificSource Community Solutions, the Oregon Health Plan, or the Oregon Department of Human Services.

## Your Rights

If you are unhappy with the service CERC provides, you have the right to make a complaint.

If you feel you have been denied services unfairly, you have the right to request a fair hearing. When you are denied a service based on the program rules, you will always receive a letter that cites the rule and reason for the denial. This letter will also explain the appeals process.

## Feedback

If you have concerns or complaints about the service you received, please let us know. CERC is able to improve services through feedback from our customers.

**Phone number: (541) 385-8680**

**Toll free phone number:  
1 (866) 385-8680**

**TTY users: 711 or 1 (800) 735-2900**

You may also contact PacificSource Customer Service at:

**Phone number: (541) 382-5920**

**Toll free phone number:  
1 (800) 431-4135**

**TTY users: 711 or 1 (800) 735-2900**



## Cascades East Ride Center (CERC)

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You can schedule your rides Monday through Friday, from 7:00 AM to 5:00 PM.

## **Nondiscrimination Statement**

PacificSource and network providers must treat you fairly. Our providers and we must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's:

- Age
- Color
- Disability
- Gender Identity
- Marital Status
- National Origin
- Race
- Religion
- Sex
- Sexual Orientation

Everyone has a right to know about and use our programs and services. We give free help when you need it. Some examples of the free help we can give are:

- Sign language interpreters
- Spoken language interpreters for other languages
- Written materials in other languages
- Braille
- Large print
- Audio and other formats

### **If You Need Help**

If you need help or have a concern, please contact our Customer Service department or our Civil Rights manager toll-free Monday - Friday, 8:00 a.m. - 5:00 p.m. at:

#### Customer Service Department

- (800) 431-4135 Central Oregon
- (855) 204-2965 Columbia Gorge
- (800) 735-2900 TTY

#### Civil Rights Manager

- Kristi Kernutt
- (541) 225-1967, (800) 735-2900 TTY
  - Email: [Kristi.Kernutt@pacificsource.com](mailto:Kristi.Kernutt@pacificsource.com)
  - Mail: PO Box 7068  
Springfield, OR 97475-0068

### **To File a Complaint**

To file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR):

- Web: [www.HHS.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources](http://www.HHS.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources)
- Email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)
- Phone: (800) 368-1019  
(800) 537-7697 (TDD)
- Mail: OCR  
200 Independence Avenue SW  
Room 509F, HHH Bldg.  
Washington, DC 20201

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call toll-free (800) 431-4135, (800) 735-2900 TTY.

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 431-4135, (800) 735-2900 TTY.

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (800) 431-4135, (800) 735-2900 TTY.

**繁體中文 (Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 431-4135, (800) 735-2900 TTY.

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 431-4135, (800) 735-2900 TTY.

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 431-4135, (800) 735-2900 TTY.

**Українська (Ukrainian):** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером (800) 431-4135, (800) 735-2900 TTY.

**日本語 (Japanese):** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます (800) 431-4135, (800) 735-2900 TTY.まで、お電話にてご連絡ください

**العربية (Arabic):** ن اجم اب كل رفاوتت ةىوغلل ا ءدعاسملا تامدخ نإف، ةغلل ركذا ثدحتت تنك اذا؛ ةظوحلم ةىبرعلا ه مصلا مكبل او TTY: 0092-537-(008), 5314-134-(008) مقرب لصتا

**ภาษาไทย (Thai):** เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 431-4135, (800) 735-2900 TTY.

**Română (Romanian):** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la (800) 431-4135, (800) 735-2900 TTY.

**ខ្មែរ (Cambodian):** ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ (800) 431-4135, (800) 735-2900 TTY.។

**Cushite:** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa (800) 431-4135, (800) 735-2900 TTY.

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (800) 431-4135, (800) 735-2900 TTY.

**فارسی (Farsi):** هجوت: ىارب ناگىار تروصب ىنابز تالى هست، دىنك ىم وگتفگ ىسراف نابز هب رگا؛ هجوت (800) 431-4135, (800) 735-2900 TTY.

**Français (French):** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (800) 431-4135, (800) 735-2900 TTY.