



Medical Ride 2018 Program Guide

Greater Oregon Behavioral Health, Inc. (GOBHI)

This guide covers: Eligibility | Types of rides | Service hours | Scheduling a ride | Mileage cost help | Meal and lodging help | When to be ready | What to expect from your driver | And more

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Usted puede recibir este documento en otro idioma, impreso en letra más grande o de cualquier otra manera que sea mejor para usted. Llame al número gratuito (800) 431-4135. Los usuarios del servicio TTY pueden llamar al (800) 735-2900.

You can get this document in another language, large print, or another way that's best for you. Call (800) 431-4135, TTY (800) 735-2900.



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Introduction

Greater Oregon Behavioral Health, Inc. (GOBHI) 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.

Who Can Get Free Rides

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

1. You are covered by PacificSource insurance through the Oregon Health Plan (Medicaid) in the Mid-Columbia Gorge or Central Oregon areas.
2. You are traveling to a covered doctor's appointment or other healthcare service.
3. You need help getting there.

Types of Rides

GOBHI 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
- 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

GOBHI can schedule rides to healthcare appointments any time of day, every day of the 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.

Call GOBHI to schedule rides during office hours, Monday through Friday, 7:00 a.m. to 5:00 p.m.

GOBHI 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 GOBHI at:

Toll-free phone number: 1 (877) 875-4657

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

You can schedule your rides Monday through Friday, from 7:00 a.m. to 5:00 p.m.

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.

GOBHI 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

Note: Your personal information will be kept private and safe. Only the information necessary to provide your ride will be shared with your driver.

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 6)

Return trip rides: Please be sure to schedule your return trip ride at the same time as your ride there. Once you have a return trip scheduled, call GOBHI for your return ride pick up.



When to Be Ready

Rides to your healthcare appointment:

- Be ready before your earliest pickup time. For example, if your driver will pick you up between 9:00 and 9:30, please be ready and watching for the driver at 9:00.
- Drivers will arrive within the pickup time window. Drivers are only required to wait for 10 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 GOBHI. Staff will check that they are on their way.

Urgent Rides

If you have an emergency, call 911. GOBHI cannot arrange emergency ambulance rides.

Urgent rides can be set up if a driver is available. If you have an urgent need for a ride when GOBHI is open, call the ride center.

Canceling a Ride

If you will not need the ride you scheduled, please call GOBHI as soon as you can. You can call to cancel rides from Monday to Friday, from 7:00 a.m. to 5:00 p.m.

Toll-free phone number: 1 (877) 875-4657

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

You can also call your local number anytime and leave a 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 GOBHI to arrange rides for you. If you have several no-shows, GOBHI may need to place restrictions on your future rides.

Denials

If you are denied a service based on the program rules, you will receive a verbal denial. You will also receive a letter that cites the rule and reason for the denial. You can appeal the denial to PacificSource.

If you feel you have been denied services unfairly, you have the right to request a fair hearing. Your appeal response letter will explain this process.

Mileage Cost Help

If you have use of 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.

Meal and Lodging Help

If you must travel outside of the area 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 a.m. to receive this allowance.
- Lunch: \$3.50
Your travel must span the entire lunch period, from 11:30 a.m. to 1:30 p.m.
- Dinner: \$5.50
Your travel must end after 6:30 p.m.

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 up to \$40.00 per night if travel starts before 5:00 a.m. and the

travel from the appointment to home ends after 9:00 p.m. Lodging funds need to be approved in advance.

- You must provide a copy of **an original** receipt showing your actual costs.

Follow these steps to request meal or lodging help:

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

GOBHI will process your form and send a check within 30 days of receiving your completed form. GOBHI will contact you if your form is incomplete and cannot be processed.

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

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 GOBHI 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 on the next page.)

If requested, drivers *can*:

- Help you walk up or down one or two steps
- Help you go to and from your door to the vehicle
- 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 van.
- Help you with any personal needs during your ride.
- Ask for or accept fares or tips.



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. Riders using wheelchairs must use the lap and shoulder belt. If you refuse to wear the safety belt, your driver may decline to provide the ride.

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

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

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. GOBHI cannot provide an attendant for you or provide funds to pay for your attendant.

When you schedule your ride, please let GOBHI know if an attendant will be coming with you. GOBHI can schedule the ride with up to two adult attendants. There is no charge for your attendants' ride.

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 age 13 to 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.

Service Animals

Service animals are permitted if they are trained to assist persons with disabilities. This does not include pets. Please notify GOBHI in advance if you need to bring a service animal on the ride.



Wheelchair/Mobility Aids

To make sure the right kind of vehicle comes to pick you up, please let GOBHI 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

Your Privacy

GOBHI complies with legal standards to keep your information safe.

All information you provide to GOBHI will be kept private.

GOBHI 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 GOBHI, PacificSource Community Solutions, the Oregon Health Plan, or the Oregon Department of Human Services.

Feedback

If you have concerns, complaints, or compliments, please let us know. GOBHI is able to improve services through feedback from our customers.

Toll-free phone number: 1 (877) 875-4657

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



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
- Kristi.Kernutt@pacificsource.com
- 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):

- HHS.gov/Civil-Rights/For-individuals/Section-1557/Translated-resources
- OCRComplaint@hhs.gov
- (800) 368-1019, (800) 537-7697 (TDD)
- 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): لصلتا. ناجملاب كل رفاوتت ةىوغلل ةدعاسملا تامدخ نإف، ةغلل ركذا ثدحتت تنك اذا: ةظوحلم ةىببرعلا
ه مصل مكبل او: 5314-134-(008), 0092-537-(008) TTY: مقرب

ภาษาไทย (Thai): เรียบน: 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): ប្រជុំតុន៖ បរើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយអ្នកភាសា ដោយមិនគិតលទ្ធផល គឺអាចមានសំរាប់បរើអ្នក។ 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): احش یارب ناگیار تروصب ینابز تالی هست، دینک یم وگتفگ یرراف 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 (800) 431-4135, (800) 735-2900 TTY.

Greater Oregon Behavioral Health, Inc. Brokerage

To schedule a ride, call GOBHI at:

Toll-free phone number: 1 (877) 875-4657

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

You can schedule your rides Monday through Friday,
from 7:00 a.m. to 5:00 p.m.