



Non-Emergent Medical Transportation Services (NEMT)

How can I get free rides to healthcare appointments?

Non-Emergent Medical Transportation is how you can get a ride to a covered healthcare appointment. This is for scheduled healthcare appointments, not emergencies. PacificSource Community Solutions provides transportation services to you in the area that you live.

There are many ways we can help you get to your appointment, which include:

- Bus pass or taxi service
- A ride from a volunteer driver
- Wheelchair accessible vehicle service
- Stretcher vehicle
- Reimbursement for driving yourself
- Non-emergent ambulance (If you need a non-emergent ambulance ride, the ambulance company will work with your NEMT provider. The ambulance company will get the records they need about the ride to make sure it is covered.)

Please note some rules may apply. Call your transportation provider or PacificSource Customer Service for more information. (Phone numbers are listed on the back.)

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.

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.



Who can get a ride?



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

- You are enrolled by PacificSource insurance through the Oregon Health Plan in Central Oregon, the Columbia Gorge, Lane, and Marion or Polk counties.
- You are traveling to a covered healthcare appointment or other healthcare service, such as Health-Related Services.
- If you have Medicaid and Medicare insurance, the ride can be provided to Medicaid and Medicare covered appointments.
- You need help getting there.

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

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 your NEMT provider within 45 days of the appointment, on the required documents provided by the NEMT provider. You do not need to call your NEMT provider before your appointment to be reimbursed.

If the ride is urgent and your transportation provider 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



Central Oregon, Columbia Gorge and Marion-Polk CCO Members

(Crook, Deschutes, Jefferson, Northern Klamath, Hood River, Wasco, Marion and Polk counties)

Call LogistiCare at:

- (855) 397-3619 Toll-free for Central Oregon
- (855) 397-3617 Toll-free for Columbia Gorge
- (844) 544-1397 Toll-free for Marion-Polk
- (800) 735-2900 TTY Central Oregon, Columbia Gorge and Marion-Polk

Hours: Monday – Friday 9:00 a.m. – 5:00 p.m.
closed all major holidays (for routine trips)
7 days a week, 24 hrs a day (for urgent and discharge trips)

Lane County CCO Members

(Lane County)

Call RideSource (LTD) at:

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

Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.
closed all major holidays

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 for the ride

PacificSource Community Solutions must treat you fairly. 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 race, color, disability, national origin, religion, sex, sexual orientation, gender identity, marital status, or age.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 431-4135 (TTY: 711).

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 (TTY: 711)。