



Program Guide

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Introduction

Northwest Ride Center provides non-emergent medical transportation to eligible Oregon Health Plan Plus (OHP Plus) clients traveling to covered medical services.

Non-emergent Medical Transportation is provided to OHP Plus clients like you who have no other way to get to their medical services.

Sometimes there may not be any provider who can provide a ride, so rides depend on a transportation provider being available. In order to ensure a ride is available for you, please call to schedule Your ride as far in advance of your appointment as possible.

Client Eligibility

Northwest Ride Center is responsible for verifying your eligibility prior to providing services. This includes determining if you are in a managed care plan. Northwest Ride Center assumes full financial risk in serving a person who is not confirmed eligible by the Department of Human Services as eligible for the service provided on the date(s) of service. There is no cost to you for authorized transportation services.

Selecting a Medical Provider

To be eligible for Medical Transportation Program services, you need to choose a medical care provider in your local area when one is available. Local area means "in or nearest" the city or town you live in. If a provider is not available in your city or town, you can ask for a ride to the nearest location where the service can be found. You have the right to choose any medical care provider. However, if you choose a medical care provider outside of your local area, or not at the next nearest location where providers are available, you are responsible for your own ride; it is not a covered service.

Safety Belts

You and all passengers are required to comply with all regulations regarding safety belt use. Passengers who require safety belt extensions must notify the Northwest Ride Center of this need when scheduling a ride. Passengers with the Oregon Department of Transportation safety belt exemption card must carry the card and show the card to the driver.

Passengers using wheelchairs must use the lap and shoulder belt.

Client Confidentiality

Discussing or providing client information, except for normal business purposes, is strictly prohibited.

Client Feedback

Concerns and Compliments can be made by calling the Northwest Ride Center at:

503-861-0657 (Voice)

866-811-1001 (Toll Free)

7-1-1 (Oregon Relay Service)

Scheduling A Ride

You can call to schedule your rides Monday through Friday 8 a.m. to 5 p.m.

You should call to schedule your ride at least 2 business days in advance if possible. To schedule a ride call Northwest Ride Center at:

503-861-0657 (Voice)

866-811-1001 (Toll Free)

7-1-1 (Oregon Relay Service)

A customer service representative will verify eligibility and need the following information:

Your name, address, phone number

Physicians/Facility name, address, phone number

Date & Time of Appointment

Pick-up Time after Appointment

Duration of Appointment

Medical reason for appointment (to verify covered services)

Any special mobility needs (such as wheelchair or service animal)

Any specific directions to your home or medical facility

If you are calling to schedule a ride for your minor child, the customer service representative will also need to know your child's personal information and who will be the adult attendant for your child (please see Children section on page 8).

The customer service representative will verify that you are traveling to a covered OHP Plus service and have no other way to get to your appointment.

The customer service representative will then either authorize or deny the trip based on the information provided.

Same-day rides will be scheduled after verifying with your doctor or medical office that you must be seen that day.

If you need to cancel a ride or change an appointment, you must call the Northwest Ride Center as soon as possible so the transportation provider can be notified. You can call to cancel rides Monday through Friday 8 a.m. to 5 p.m. and voice mail is available 24 hours a day, 7 days a week.

You should not call transportation providers directly other than for a return ride. Call Northwest Ride Center if there are any questions or ride changes.

If you are denied transportation service based on the OHP Plus program guidelines, you will receive a denial verbally and a letter that references the rule and reason for the denial. If you feel you have been denied non-emergent medical transportation services unfairly, you have the right to request a Fair Hearing. Fair Hearing information will be provided with your denial letter.

Northwest Ride Center does not schedule emergency ambulance transportation. If you have an emergency, call 911. For non-emergency ambulance services, you should contact your branch office.

provide or help clients to install or remove car seats.

Car seats may not be left with Non-Emergent Medical Transportation providers during the child's appointment because the same provider will not necessarily provide the return ride.

Wheelchair/Mobility Aids

If you use a wheelchair, non-emergent medical transportation providers will assist you up and down curbs only if you ask.

If your wheelchair is oversized, you must tell the Northwest Ride Center so the right vehicle can be sent. An oversized wheelchair is bigger than 30 inches wide, 48 inches long, or more than 600 pounds when occupied.

If you use a scooter, you may be asked if you want to transfer into a vehicle seat for your own safety, but you are not required to do so.

Mobility aids such as walkers or canes need to be safely stowed in the vehicle once you have been seated. The non-emergent medical transportation provider will help you secure your equipment if necessary.

Portable oxygen tanks must be secured while being transported.

Service animals trained to assist persons with disabilities are permitted on all the Northwest Ride Center contracted vehicles. You must notify the Northwest Ride Center in advance if you need to bring a service animal on the ride.

Non-Emergent Medical Transportation providers do not help you up and down steps if you are in a wheelchair.

Non-Emergent Medical Transportation providers are prohibited from requesting or receiving fares or tips.

Personal Care Attendant

A personal care attendant must accompany you if you are unable to travel by yourself to your appointments. You are responsible for providing your own personal care attendant.

One personal care attendant can travel with you at no cost. Additional riders may have to pay a fare or a shared ride cost. The Northwest Ride Center only provides the transportation and is not responsible for wages, meals, or other costs associated with your personal care attendant.

Children

Children age 10 and under must have one adult attendant with them at all times. The attendant may be the child's parent or legal guardian, an adult relative, an adult expressly identified in writing by the parent or legal guardian as an attendant, or a Department of Human Services employee or volunteer. The adult attendant can go with the child at no cost.

Children age 11 and over do not require an adult attendant for transportation. However, one adult attendant may still travel with children under age 18 at no cost. Remember, most medical procedures for children under 18 require adult consent and supervision.

The adult attendant must provide and install car seats that are necessary under current statewide vehicle regulations.

Non-Emergent Medical Transportation providers do not

When To Be Ready

You should be ready 15 minutes before your scheduled pickup time.

Transportation providers will arrive 15 minutes before or after your scheduled pickup time or within 90 minutes after a call to request a return ride. If this does not happen, you should call the Northwest Ride Center at (503) 861-0657 or (866) 811-1001.

You must call the Northwest Ride Center if you miss your scheduled ride. Do not call the transportation provider to reschedule a ride.

If you are not ready for your ride when the transportation provider arrives, the provider will wait 5 minutes. After 5 minutes, the provider will go to the next destination and your trip will need to be rescheduled.

Cancellation and No-Show Policy

When you need to cancel a ride or your appointment time changes, please notify the Northwest Ride Center as soon as possible.

You can call to cancel rides with the Northwest Ride Center Monday through Friday 8 a.m. to 5 p.m. and voice mail is available 24 hours a day, 7 days a week.

When you are not ready at the pickup time and have not cancelled the ride at least 2 hours in advance of the pickup time, it is considered a No-Show.

Continual No-Shows may result in a specific transportation provider refusing to continue providing service, since transportation providers do not get paid for No-Show rides. Because of the number of transportation providers under contract with Northwest Ride Center, it is imperative that you make every reasonable effort to avoid No-Shows and cancel unnecessary rides appropriately. Failure to do so may limit available transportation resources, placing undue burdens on the Northwest Ride Center and making transportation more difficult for all our clients. If you continually No-Show, the Northwest Ride Center may impose special conditions and reasonable restrictions on your future rides, including but not limited to: limiting the number of rides you can schedule at a time, limiting you to a specific provider, and requiring confirmation calls prior to each ride.

Service Hours

Non-Emergent Medical Transportation services may be provided 24 hours a day, 365 days a year. However, it may be difficult to arrange transportation that takes place after hours or on weekends or holidays, so please be sure to call as far ahead as possible during normal business hours to schedule rides that are necessary for these times.

The Northwest Ride Center is open Monday through Friday, 8 a.m. to 5 p.m. except for the following holidays:

- New Years Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas

If the office is closed, and your ride needs to be changed or cancelled, please leave a voicemail. The Northwest Ride Center will return calls as soon as possible on the next business day.

Types of Non-Emergent Medical Transportation

Non-Emergent Medical Transportation is scheduled with the most appropriate and most cost-effective mode of transportation that meets your needs. Depending on your situation, this could be bus tickets, taxi cab, wheelchair van, stretcher van, or other types of transportation, as necessary.

Rides may be shared. Other Clients may be picked up or dropped off along the way.

When it is possible, you may be asked to try to schedule multiple appointments on the same day to avoid repeated trips.

Service Description

When authorized by the Northwest Ride Center, transportation providers may come to the main entrance of the medical facility to let you know they are ready to transport you.

Non-Emergent Medical Transportation providers may assist you into the main entrance lobbies of medical facilities, but will not assist you into medical rooms or other areas of the building. If you require further assistance, you will need to provide your own personal care attendant (please see Personal Care Attendant section on page 8).

Non-Emergent Medical Transportation providers do not enter your room except for a hospital discharge or a stretcher car transport.

Non-Emergent Medical Transportation providers do not help you get ready for transport (feeding, dressing, etc.).

Non-Emergent Medical Transportation providers do not transfer you between bed and wheelchair, wheelchair and vehicle, etc.