



# Important Medical Information

## Medical Transportation Benefits

Your OHP Plus benefit package (Medicaid) includes *free* rides to health care appointments. On September 20, 2006, Cascades East Ride Center (CERC) begins serving eligible Oregon Health Plan clients in Grant County.

You may call CERC for rides if you:

- ✓ Have a current OMAP Medical Care Identification, and
- ✓ Receive OHP Plus benefits, and
- ✓ Are going to a covered health care appointment, and
- ✓ Have no other way to get there.

Call Cascades East Ride Center as soon as you make your health care appointment. Try to contact them as far in advance as possible. **They may not be able to give you a ride on very short notice.** You can ask for a ride to a health care appointment by calling any time, 24 hours a day, seven days a week. An automated system will receive all after-hours business calls. They will process after-hours calls the next business day.

### When you call

Please be ready to tell the Customer Service Representative your:

- ✓ Medicaid ID Number (from your OMAP Medical Care Identification)
- ✓ Address
- ✓ Phone number
- ✓ Appointment date and time
- ✓ Doctor's name and address
- ✓ Managed care plan's name (if any)

They will ask you questions to see what other transportation you may already have, the kind of transportation you need, and where you need to go. Cut and keep this by your phone:



### Cascades East Ride Center

Phone: 541-385-8680    TTY: 1-800-735-2900    Free: 1-866-385-8680

Make appointments 24 hours a day, 7 days a week.

Office hours: 8:00 a.m. to 4:00 p.m. Monday through Friday, except holidays

## Advance notice

The more notice you give the transportation provider, the more likely they can give you a ride. It is important that you call for a ride as soon as you know you need one. If you call the same day as your appointment, they may have trouble setting up a ride for you. They may ask you to change your appointment.

## Canceling rides

If you have asked for a ride and need to cancel it, please call Cascades East Ride Center at 541-385-8680 or 1-866-385-8680 or TTY 1-800-735-2900.

Do this as soon as you know that you do not need the ride.

## "No show"

If you have asked for a ride and are not there when the driver arrives, CERC cannot charge you for your missed ride. However, the ride provider may not want to give you any future rides.

## Driver tips

Drivers are not allowed to ask for tips.

## After business hours

If you need a ride after business hours for a non-emergency, call your local transportation provider (such as the local taxi company).

**For all emergencies:  
Dial 9-1-1. Cascades East Ride  
Center does not provide emergency  
transportation.**

## Please remember



This transportation program is only for clients with the OHP Plus benefit package to go to and from covered health care appointments. CERC cannot give you a ride to other places.



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## For additional information

-  Questions about this notice or your transportation benefits? Contact a Customer Service Representative at CERC 541-385-8680 or 1-866-385-8680, or your DHS worker.
-  To receive a copy of this notice in a larger print size or different format, contact your DHS worker.