

# ***Transportation Network***

(541) 298-5345

FREE 1-877-875-4657

## **IMPORTANT ANNOUNCEMENT**

### **To OHP Plus Medicaid clients living in Umatilla County**

Beginning November 1, 2005, if you receive the Medicaid OHP Plus Benefit Package and have no way to get to a medical appointment, **Transportation Network** may be able to help you. The program is free for those who:

- ✓ Have a current Medical Care Identification, and
- ✓ Are going to a medical appointment for a service covered by Medicaid, and
- ✓ Have no other way to get to your medical appointment.

Call Transportation Network when you make your medical appointment. Try to contact us as far in advance as possible. The number to call is **(541) 298-5345** or **1-877-875-4657**. Office hours are from **8:00 a.m. to 5:00 p.m.**, Monday through Friday, except for holidays.

### **When you call**

Please be ready to tell us your:

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

### **Please remember**

This program is only for clients with the OHP Plus Benefit Package to go to-and-from medical appointments covered by Medicaid. We cannot give you a ride to places other than medical appointments.

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## Important Medical Information

### *Medical Transportation Benefits*

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As an Oregon Health Plan (OHP) client with the OHP Plus Benefit Package, you can get a ride to a medical appointment if you have no other way to get there. The ride is free and drivers may not ask for tips.

You can request a ride to a medical appointment by calling Transportation Network at **(541) 298-5345** or **1-877-875-4657**, 24 hours a day, seven days a week. An automated system will receive all after-hours business calls to be processed the next business day.

We 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.

#### **Advance Notice**

The more notice you give us, the more likely we can give you a ride. It is important that you call for a ride as soon as you know you need one.

**We may not be able to give you a ride on very short notice.** If you call and request a ride the same day as your appointment, we may have trouble setting up a ride for you. We may ask you to change your appointment.

#### **Canceling Rides**

If you have asked for a ride and need to cancel it, please call Transportation Network at **(541) 298-5345** or **1-877-875-4657**. Do this as soon as you know that you do not need the ride.

#### **No-Show/Driver Tips**

If you have asked for a ride and are not there when the ride arrives, the ride provider cannot charge you for your missed ride. However, the ride provider may not want to give you any future rides. 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 911. Transportation Network does not provide emergency transportation.

#### **Who To Call For Additional Information**

-  Questions about this notice or the Program? Contact a Customer Service Representative at **(541) 924-8738** or **1-866-724-2975** for your case manager.
-  To receive a copy of this notice in a larger print size or different format, contact your case manager.

