

# ***Cascade East Ride Center***

(541) 385-8680

FREE 1-877-389-1122

## **IMPORTANT ANNOUNCEMENT**

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

Beginning June 21, 2006, if you receive the Medicaid OHP Plus Benefit Package and have no way to get to a medical appointment, **Cascade East Ride Center (CERC)** 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 their medical appointment.

Call CERC when you make your medical appointment. Try to contact us as far in advance as possible. The number to call is **(541) 385-8680** or **1-877-389-1122**. Office hours are from **8:00 a.m. to 4:00 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*

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 **Cascade East Ride Center (CERC)** at **(541) 385-8680** or **1-877-389-1122**, 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 CERC at **(541) 385-8680** or **1-877-389-1122**. 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 9-1-1. CERC does not provide emergency transportation.**

### **For Additional Information**

- ☎ Questions about this notice or the Program? Contact a Customer Service Representative at **(541) 385-8680** or **1-877-389-1122**, or your case manager.
- ☎ To receive a copy of this notice in a larger print size or different format, contact your case manager.

