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Program and Policy Section, OMAP

Number: OMAP-IM-04-136

Authorized Signature

Issue Date: 11/18/04

Topic: Medical Benefits

Subject: Medical Transportation Brokerage for OHP Plus Clients in Deschutes County

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS Employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input checked="" type="checkbox"/> Other (please specify): <u>DHS staff and others identified on the SPD, CAF, OMHAS and OMAP transmittal lists</u> |

Message: The attached letter will be mailed to OHP Plus clients residing in Deschutes County. Cascade East Ride Center will be available to provide non-emergency medical transportation to these clients beginning December 12, 2004.

If you have any questions about this information, contact:

Contact(s):	Larry Daimler		
Phone:	(503) 945-6493		
E-mail:	larry.g.daimler@state.or.us		Fax: (503) 945-6873

Cascade East Ride Center

(541) 385-8680

FREE 1-877-389-1122

IMPORTANT NOTICE

To OHP Plus Medicaid Clients living in Deschutes County:

Beginning December 12, 2004, 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 medical service covered by Medicaid, and
- Have no other way to get to your 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.

~ OVER ~



Important Medical Information

Medical Transportation Benefits

As an Oregon Health Plan (OHP) Plus 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.

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 have an emergency, call 911. CERC does not provide emergency transportation.

If you call **CERC** after business hours, you will hear a recorded message telling you what to do to get a ride to your medical appointment. Follow the recorded instructions for arranging a ride.



Who To Call 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.