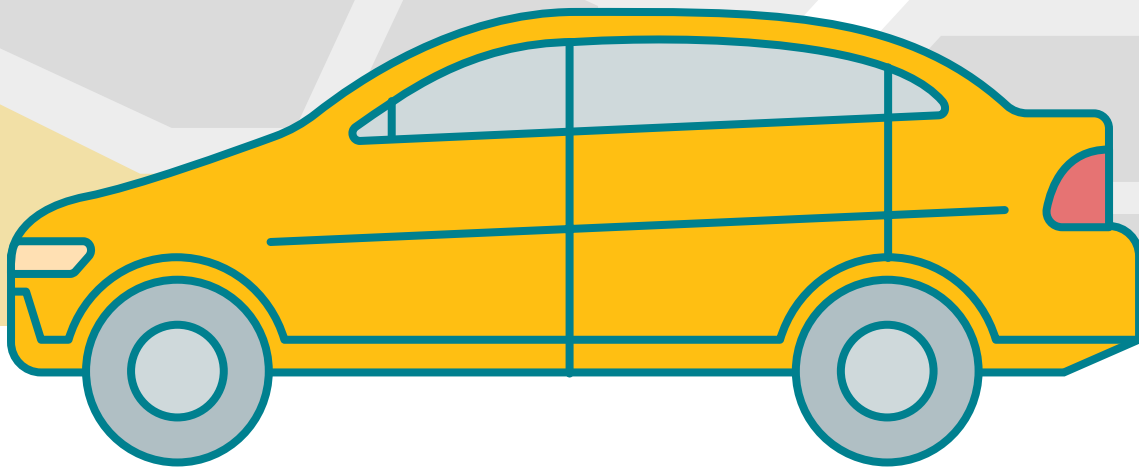


NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT): REPRODUCTIVE HEALTH ACCESS FUND ENROLLEES USER GUIDE



If you are enrolled in the Reproductive Health Access Fund (RHAF), you can receive free rides to receive reproductive health care at clinics. Not sure if you are enrolled in RHAF? Call the clinic where your appointment is scheduled and ask if you are enrolled in RHAF.

CALLING TO SCHEDULE RIDES

At least two days before your appointment, call the non-emergency medical transportation (NEMT) company for your county. If you want, someone you know can call for you.

When you, or someone you trust, calls your county's non-emergency medical transportation (NEMT) company:

- Tell the NEMT company that you are enrolled in RHAF. The company will need to confirm your enrollment. The company will ask for your full name and birthdate to confirm your enrollment.
- The company can help in your preferred language and in a way that you can understand.
- The company will help figure out what type of ride best fits your needs, including if you use a mobility device or will be traveling with children in car seats/boosters.
- If you or anyone riding with you requires a seat belt extender, you must notify the company when you schedule the ride.
- You can call up to 90 days before your appointment.
- You can schedule rides for more than one appointment.

NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) COMPANIES

If you live in this county:	Call:
Lane	RideSource 877-800-9899
Marion, Polk	Marion-Polk MedLink 503-776-0599
Benton, Lincoln, Linn	Cascades West Ride Line 866-724-2975
Crook, Deschutes, Jefferson	Cascades East Ride Center 866-385-8680
Clatsop, Columbia, Tillamook	NW MedLink 503-776-0599
Clackamas, Multnomah, Washington, Yamhill	Tri-County MedLink 503-776-0599
Coos, Curry, Douglas, Jackson, Josephine, Klamath, Lake	TransLink 888-518-8160
Baker, Gilliam, Grant, Harney, Hood River, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, Wheeler	GOBHI Transportation Services 877-875-4657

IF YOU HAVE A RIDE SCHEDULED WITH A RIDE SERVICE

How to cancel or change a ride

If you need to cancel or reschedule your ride, or have any questions about your ride, please call your NEMT company at least two hours before the pickup time. If you can't call during business hours, leave a message.

GETTING PICKED UP AND DROPPED OFF

If the company arranges for a driver to pick you up:

1. You will get the driver's name and phone number before your appointment.
2. The NEMT company will contact you at least two days before your ride.
3. The driver will pick you up at your scheduled time and place.
4. If you are late, the driver will wait for 15 minutes after your scheduled time. That means if your ride is scheduled for 10 a.m., they will wait for you until 10:15 a.m. Then they will leave. Important: If you don't show up, you may not be able to get rides as easily in the future.
5. If the driver has not arrived by 15 minutes after your scheduled pickup time, call the company.
6. The driver will drop you off for your appointment at least 15 minutes before it starts.

First and last appointments of the day

If you have the first appointment of your provider's day, the driver will drop you off no more than 15 minutes before the office opens.

If you have the last appointment of your provider's day, the driver will pick you up no later than 15 minutes after the office closes (unless the appointment is expected to run longer).

If you want to be picked up or dropped off at a different time, you have to ask when you call to schedule your ride.

If you don't schedule a pickup time

If you don't schedule a pickup time for your return trip, call your county's NEMT company when you are ready. The driver will be there within one hour after you call.

If your ride request is denied

If you ask for a ride and the NEMT company cannot provide one, they will call you to let you know. The NEMT company may ask for a mailing address to send you a written notice. You can decline to provide a mailing address if you are concerned about someone else finding out about your appointment.

If you get a bill for a ride

Rides to covered services are free. You should not get a bill from the NEMT company. If you do get a bill for a ride, please contact the Reproductive Health Program at 971-673-0355.

IF YOU OR SOMEONE YOU KNOW DRIVES

When you call the NEMT company, you can talk about driving your own car or getting a ride from someone you know. The company is not responsible for setting up these kinds of rides.

How to get paid for miles driven

When you drive yourself — or someone you know drives you — so you can get health care that is covered by RHAF, you or the person driving you can get paid \$0.46 for each mile driven. This rate is valid as of December 2024 and is subject to change.

To get paid, you have to:

1. Call your county's NEMT company to let them know when you will be driving.
2. Talk to the company about the information they will need about your trip or trips. This information is called a "trip log."
3. Send your "trip log" to the company within 45 days after your first trip. If you don't send the information within 45 days, the company may not pay.

How to get paid back for meals and lodging

If you have an appointment for covered health services that is outside of your local area, you may be eligible to get paid back for your meals and/or lodging. The rates listed below are valid as of December 2024 and are subject to change.

If medically necessary, one attendant, parent or guardian may go with the RHAF enrollee and receive a refund for meals and lodging. This is allowed if any of the following apply:

- The enrollee is under 18 years old and unable to travel alone.
- A health care provider gives a signed statement saying that an attendant is required.
- You are mentally or physically unable to get to your appointment without help.
- You would be unable to return home without help.

Additional attendants may be refunded for meals and lodging under special situations if necessary. This is up to the NEMT company to decide.



Meals

You can get paid back for meals if you have to travel:

- More than 30 miles, or 30 minutes, in urban areas
- More than 60 miles, or 60 minutes, in rural areas
- A round-trip of four hours or more

A RHAf enrollee and one attendant can each be paid back up to \$34 per day for meals:

- \$9.00 for breakfast, if travel begins before 6 a.m.
- \$10.00 for lunch, if travel includes the entire period from 11:30 a.m. to 1:30 p.m.
- \$15.00 for dinner, if travel ends after 6:30 p.m.

You do not need to submit receipts for meals.

Lodging

You can get paid back for lodging if:

- You would have to start traveling before 5 a.m. to get to your appointment.
- You would get home after 9 p.m.
- It is medically necessary according to your health care provider.
- The NEMT company decides your situation.

A RHAf enrollee and one attendant (if staying in a separate room) can each be paid back \$110 per night for lodging.

You cannot get paid for lodging for multiple appointments on different days if the appointments could be scheduled on the same day.

The NEMT company will tell you what documents they need before they can pay.

The company may wait to pay until the amount owed is \$10 or more.

Overpayments

If the NEMT company pays you too much for miles, meals, or lodging, they may ask you to pay back the extra money. This can happen, for example, if:

- You didn't go to your appointment, but money was paid.
- You shared a ride with another RHAf enrollee or OHP Open Card member and both got paid for the same miles.
- You got a bus ticket and then sold or gave it to someone else.

SAFETY REQUIREMENTS

Seat belts

By law, all people must wear an appropriate restraint while riding in a moving vehicle.

Adults must wear seat belts. If you or anyone riding with you requires a seat belt extender, you must notify the company when you schedule the ride.

Car seats and booster seats

Car seats and booster seats are required by law for all children until they:

- Are taller than 4-foot-9
- Weigh more than 40 pounds
- Are more than 8 years old

If you need to bring a car seat or booster seat, tell the NEMT company when you ask for the ride. You must bring one and install it in the car. The driver cannot install the seat for you.

You cannot leave the seat in the driver's vehicle. This is because a different driver may pick you up after your appointment.

Wheelchairs and other mobility aids

If you use a wheelchair, power wheelchair, scooter, or other mobility aids, please let the NEMT company know when you schedule your ride. This is to make sure that the right vehicle is scheduled for you.

If you use a non-standard or oversized wheelchair, you must tell the NEMT company when you schedule your ride so that the right vehicle can be sent.

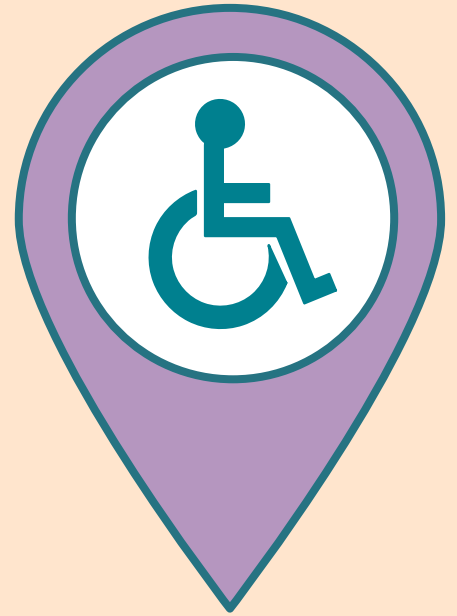
An oversized wheelchair:

- Is more than 30 inches wide, or
- Is more than 48 inches long, or
- Weighs more than 600 pounds when occupied

Three-wheeled scooters are difficult to secure once in the vehicle. If you use a scooter, you will probably be asked to secure yourself into a vehicle seat for your safety. You are not required to do so.

If you use a walker or cane, it will need to be safely stowed in the vehicle once you are seated. The driver will help you secure your equipment if needed.

Oxygen tanks must be secured in a carrier used for mobility.



Attendants

If you need more help than your driver can provide, an attendant must come with you. An attendant is an adult who travels with you to provide help. The attendant can be a friend, family member or guardian. The attendant can also be anyone 18 years or older authorized by you or your parent or guardian.

If you need an attendant, you (or your guardian or caregiver) must arrange for that person to go with you.

One attendant can ride with you for free. Additional riders may have to pay.

Oregon law requires children to be in car seats or booster seats. Please see the section above.

YOUR RIGHTS AND RESPONSIBILITIES AS A RIDER

You have the right to:

- Privacy. The driver should not be asking you personal questions or about the reason for your appointment.
- Get a safe and reliable ride that meets your needs.
- Be treated with respect.
- Ask for and receive interpretation services when talking to customer service.
- Get materials in a language or format that meets your needs.
- Get a written notice when a ride is denied.
- Ask for a hearing if you feel you were unfairly denied a ride.
- Make a complaint at any time. For example, you can make a complaint if:
 - You are concerned about vehicle safety.
 - You had a bad interaction with a driver.
 - Your ride was not provided as planned.
 - Your other rights described above were not met.

Your responsibilities are to:

- Treat drivers and any other passengers with respect.
- Call the NEMT company as early as possible to schedule, change or cancel a ride.
- Use seat belts and other safety equipment as required by law.

FOR MORE INFORMATION

For more information about the Reproductive Health Access Fund, the Reproductive Health Program, or Access to Transportation Benefits, contact us at:

E-mail: rh.program@oha.oregon.gov

Phone: 971-673-0355

Website: www.healthoregon.org/rh