

Jean Phillips, Deputy Administrator

Authorized Signature
Number: DMAP-IM-08-056

Issue Date: 05/16/2008

Topic: Medical Benefits

Subject: Reminder: RideSource transportation brokerage opens in Lane County on May 19, 2008

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): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

Message:

This is a reminder that, starting Monday, May 19, 2008, the RideSource transportation brokerage will be available to provide non-emergent transportation services to Lane County clients who receive OHP Plus benefits.

You can read the staff transmittal and letter sent to Lane County OHP Plus clients at <http://www.dhs.state.or.us/policy/healthplan/transmit/im/2008/im08048.pdf>.

- The letter states that clients can call the RideSource Call Center to ask for rides 24 hours a day, seven days a week. If they leave a message after RideSource's regular business hours (8 a.m. to 5 p.m., Monday through Friday), RideSource will process those calls the next business day.
- Clients with urgent medical transportation needs after RideSource business hours can call a local transportation provider. The transportation provider should then contact RideSource within 72 hours to request authorization for the ride.

For more information about non-emergent transportation services, go to <http://www.oregon.gov/DHS/healthplan/medical-transport/main.shtml>.

If you have any questions about this information, contact:

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