



Eastern
Oregon
Coordinated
Care
Organization
(EOCCO)



*Free Rides offered by
Mid-Columbia Council
of Governments
(MCCOG)*

EOCCO

Free Ride Program

Medical - Dental - Behavioral Health

Program Guide 2017

Free Rides offered by Mid-Columbia Council of Governments (MCCOG)

Open: Monday - Friday, 7am – 5pm Pacific Time
(Closed for Holidays)

Call: 1-877-875-4657

TDD 711

Address: 802 Chenoweth Loop Rd, The Dalles, OR
97058

Fax: 1-855-541-1517

Free Ride Program Guide

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English

If you need this document in another language, large print, Braille, CD, tape or other format, please call Member Services at 1-877-875-4657 or TDD 711.

Spanish

Si necesita este documento en otro idioma, letra grande, Braille, CD, cinta de audio o en otro formato, llame a Servicios para Miembro al 1-877-875-4657 o TDD 711.

Russian

Если вам нужен этот документ на другом языке, напечатанные крупным шрифтом, шрифтом Брайля, CD, лента или другой формат, пожалуйста, позвоните в отдел обслуживания клиентов в 1-877-875-4657 или TDD 711.

Vietnamese

Nếu bạn cần tài liệu này trong một ngôn ngữ khác, bản in khổ lớn, chữ nổi Braille, CD, băng hoặc định dạng khác, xin vui lòng gọi cho Dịch Vụ Hội Viên tại 1-877-875-4657 hoặc TDD 711.

Somali

Haddii aad u baahan dokumentigan tahay luqad kale, farta

waawayn, Braille, CD, cajalada la duubo, ama qaab. Fadlan wac Adeega Macmiilka 1-877-875-4657 ama TDD 711.

Arabic

إذا كنت بحاجة إلى هذه الوثيقة في لغة أخرى، وحروف الطباعة الكبيرة، وطريقة برايل، CD، شريط أو

شكل آخر، يرجى الاتصال خدمات الأعضاء-1
877-875-4657 أو TDD 711.

Program Overview

Oregon Health Plan (OHP) offers members free rides to appointments.

Rides are available to **Covered Services** under the Oregon Health Plan. Services may be **medical, mental health and dental**. You must **NOT** have other ways to get to these services.

How it Works

Mid-Columbia Council of Governments (MCCOG) operates the free ride program.

The program provides free rides to EOCCO members in the following counties. They also serve OHP Fee for Service (FFS) members in these counties except for Lake County.

- Baker
- Gilliam
- Grant
- Harney
- Malheur
- Morrow
- Lake
- Sherman
- Umatilla
- Union
- Wallowa
- Wheeler

How to Reach Us

The program has local numbers in most EOCCO communities. A toll free number is available for areas where there is not a local number. Language interpreter services are available at no cost to you.

| Broker Toll Free | 1-877-875-4657 |
|-------------------------|--|
| Baker City | 541-249-5230 |
| Bend | 541-948-8352 |
| Burns | 541-288-9163 |
| Enterprise | 541-263-7636 |
| Hermiston | 541-303-8103 541-303-8104 541-303-8110 |
| Hood River | 541-716-4460 |
| John Day | 541-620-5075 |
| La Grande | 541-624-3082 |
| Ontario | 541-216-4556 |
| Pendleton | 541-304-3208 |
| The Dalles | 541-298-1045 |
| Umatilla | 541-275-8207 |
| Union | 541-562-7888 |
| Walla Walla | 509-524-9058 |
| Toll Free FAX | 1-855-541-1517 |
| TTY/TDD relay | 7-1-1 |

Eligibility

The program will check to see if you are eligible for free rides.

Medical, Dental or Behavioral Health Providers

You can get a free ride to the closest provider that is able to provide the medical, dental or behavioral health services you need.

EOCCO may approve exceptions to this rule in some cases.

Scheduling Rides

To schedule a ride, call the free ride program during their regular business hours. They are open Monday - Friday, 7am – 5pm Pacific Time. The program is closed on major holidays.

| Needed information to schedule a ride: |
|---|
| Full name |
| Full street address |
| Phone number or contact number |
| Physician/Clinic name |
| Physician/Clinic street address |
| Physician/Clinic phone number |
| Date of appointment |
| Time of appointment |
| Pick-up time after appointment |
| Reason for appointment |
| Any special needs, such as using a wheelchair |

See “Children” for setting up rides for children.

Privacy

The program complies with HIPAA standards. We will not discuss the reason for your appointment so that others can hear.

Frequently Asked Questions

Q: When do I call for a ride?

A: If you ask ahead of time, it is easier to find you a ride. Anywhere from two working days to two months is helpful. If the member has repeat appointments, such as therapy or dialysis, you can set up rides for 6 months at a time.

Q: What if I need a same day ride?

A: For short notice same day rides, or if there is an immediate need to get to an appointment, call the program. They will try to find you a ride.

Q: How do I schedule a ride?

A: To schedule a ride, call your local MCCOG (Mid-Columbia Council of Governments). The number is listed on page 3 or 1-877-875-4657.

Q: How do I cancel a ride request?

A: Call MCCOG. The earlier you tell the program, the better.

Q: What if I need ambulance transportation?

A: If you have an emergency, call 911. The program does not arrange for emergency transportation. However, they can get you an ambulance if you need one for a non-emergency ride.

When to be ready

Drivers have a 30-minute time window to pick you up. They may arrive 15 minutes before to 15 minutes after your scheduled pick-up time.

Hours of Service

If you need a ride outside normal working days and hours, call as soon as possible. Free rides are available any time of day or night, every day of the year.



Types of Rides

Here are some types of rides we arrange:

- Volunteers
- Rural Public Transportation services
- Private Non-Profit transportation services
- Public transportations and might be a shared ride
- For Profit transportation services
- Vehicle types:
 - Automobiles

- SUVs
- Vehicles able to transport wheelchairs
- Vehicles able to transport stretchers
- Ambulances

Travel Costs

The program can help with mileage, meals, and lodging costs if a travel day is long or you have to stay in lodging away from home.

You must ask for this ahead of time. We will need your motel receipt. To be paid back, you will need to fill out a reimbursement form and have the staff at the clinic you visit sign it.

You have **up to 45 days** to give us the form and receipt.

The program will review your form and receipt. We will send you a check within 30 days once your form is approved. The program will contact you if your request needs more information.

The current payment rates are:

- 25 cents per mile
- up to \$12.00 a day for meals
- \$40.00 a night for lodging

Service Description

Service is door to door. Drivers can assist you to the clinic lobby, but not into exam rooms. They will not enter your

home or personal living space, nor will they assist with dressing or other tasks.

Personal Care Attendant

An attendant needs to travel with you if you cannot travel by yourself. The program does not supply attendants. There is no charge for bringing an attendant.

Children

There is no charge for an adult attendant.

An adult attendant must be with children under the age of 12. The child's parent or legal guardian must approve in writing the child's adult attendant.

Children 12 and older may have an attendant travel with them for free.

Drivers do not install car seats or booster seats. The child's attendant is responsible for the proper installation of car seats or booster seats.

Wheelchair/Mobility Aids

Drivers will only assist users of wheelchairs (manual type) up or down a curb or one stair.

Tell the program if your wheelchair is larger than 30 inches wide or 48 inches long or weighs more than 600 pounds when occupied. They will find the

proper vehicle that can transport oversized wheel chairs.

You can bring portable oxygen tanks and devices on rides. Please know that drivers cannot give oxygen.

Service Animals

Service animals are allowed on rides. The program must know in advance that a service animal will be traveling with you.

Seatbelts

For your safety and the safety of others, you must wear a seatbelt during your ride. Oregon, Idaho and Washington state laws require this.

Denials

If we deny a request for a ride based on program rules, you will receive a denial over the phone. A letter will be sent to you explaining program rules and reason for denial.

Complaints and Concerns

EOCCO and the free ride program want to give you the best customer service. If you have a complaint or concern, please contact us at the number below.

- EOCCO 1-888-788-9821
- Free Ride Program 1-877-875-4657

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Keep one of these useful cards
with you



EOCCO nondiscrimination notice

EOCCO and network providers must treat you fairly. We and our providers must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's: age, color, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation

Everyone has a right to know about EOCCO's programs and services. All members have a right to use our programs and services. We give free help when you need it.

Some examples of the free help we can give are: sign language interpreters, spoken language interpreters for other languages, written materials in other languages, braille, large print, audio and other formats.

If you need any of the services listed above, contact:

EOCCO Customer Service,
888-788-9821 (TDD/TTY 711)

If you feel that EOCCO has not treated you fairly you may file a written grievance by mailing or faxing it to:

EOCCO
Attention: Appeal Unit
601 SW Second Ave.
Portland, OR 97204
Fax: 503-412-4003

If you need help or need help filing a grievance, please call:

EOCCO Customer Service,
888-788-9821 (TDD/TTY 711)

You also have a right to file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR). Contact that office one of these ways:

Web: www.hhs.gov

Email: OCRComplaint@hhs.gov

Phone: 800-368-1019, 800-537-7697 (TDD)

Mail: OCR
200 Independence Avenue SW
Room 509F HHH Bldg
Washington, DC 20201

To report your concern or get more information please contact our Civil Rights Manager one of these ways:

Email: compliance@modahealth.com

Phone: 855-232-9111, TTY: 711

Mail: Tom Bikales, VP Legal Affairs
601 SW Second Ave.
Portland, OR 97204



ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-877-605-3229 (TTY: 711).

注意：如果您說中文，可得到免費語言幫助服務。請致電1-877-605-3229（聾啞人專用：711）

CHÚ Ý: Nếu bạn nói tiếng Việt, có dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Gọi 1-877-605-3229 (TTY:711)

주의: 한국어로 무료 언어 지원 서비스를 이용하시려면 다음 연락처로 연락해주시기 바랍니다. 전화 1-877-605-3229 (TTY: 711)

PAUNAWA: Kung nagsasalita ka ng Tagalog, ang mga serbisyong tulong sa wika, ay walang bayad, at magagamit mo. Tumawag sa numerong 1-877-605-3229 (TTY: 711)

ВНИМАНИЕ! Если Вы говорите по-русски, воспользуйтесь бесплатной языковой поддержкой. Позвоните по тел. 1-877-605-3229 (текстовый телефон: 711).

تنبيه: إذا كنت تتحدث العربية، فهناك خدمات مساعدة لغوية متاحة لك مجاناً. اتصل برقم (الهاتف النصي: 711) 1-877-605-3229

ATANSYON: Si ou pale Kreyòl Ayisyen, nou ofri sèvis gratis pou ede w nan lang ou pale a. Rele nan 1-877-605-3229 (moun ki itilize sistèm TTY rele : 711)

ATTENTION : si vous êtes locuteurs francophones, le service d'assistance linguistique gratuit est disponible. Appelez au 1-877-605-3229 (TTY : 711)

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń: 1-877-605-3229 (obsługa TTY: 711)

ATENÇÃO: Caso fale português, estão disponíveis serviços gratuitos de ajuda linguística. Telefone para 1-877-605-3229 (TERMINAL: 711)

ATTENZIONE: Se parla italiano, sono disponibili per lei servizi gratuiti di assistenza linguistica. Chiamare il numero 1-877-605-3229 (TTY: 711)

注意：日本語をご希望の方には、日本語サービスを無料で提供しております。1-877-605-3229（TTY、テレタイプライターをご利用の方は711）までお電話ください。

Achtung: Falls Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachassistentendienste zur Verfügung. Rufen sie 1-877-605-3229 (TTY: 711)

توجه: در صورتی که به فارسی صحبت می کنید، خدمات ترجمه به صورت رایگان برای شما موجود است. با 1-877-605-3229 (TTY: 711) تماس بگیرید.