

English



Transportation Brokerage Member Program Guide

1.541.842.2060 | Toll Free 1.888.518.8160
Oregon Relay Service - 711

TransLink Quick Start Guide

Step 1 – Have the following information ready for our call takers:

- Name
- Date of Birth
- Date and time of your appointment
- Complete pickup and drop off addresses
- Phone number
- Who your appointment is with and person you will be seeing.

Step 2 – Contact TransLink

TransLink business hours are Monday – Friday 7am to 5pm

- Within Jackson County – 541.842.2060
- Outside Jackson County (toll free) – 1.888.518.8160

Step 3 – What would you like to do?

Press 1 – Schedule a ride

Press 2 – Cancel a ride

Press 3 – Report a complaint, compliment or concern

Step 4 – Select your Oregon Health Plan provider:

Press 1 – Jackson Care Connect

Press 2 – Primary Health of Josephine County

Press 3 – Cascade Health Alliance

Press 4 – Western Oregon Advanced Health

Press 5 – Open Card / Fee-For-Service Clients

Important time frames you should remember:

- Trips over 70 miles need two business days notice. Please call anyway as TransLink may be able to accommodate your request with less notice.
- Next day rides must be called in by 4:00 pm the day before.
- Mileage reimbursement requests must be received within 45 days of your appointment to qualify for payment.
- TransLink accepts ride requests up to 30 days in advance.

TransLink provides Medicaid rides to the following CCOs

Cascade Health Alliance / SkyLakes Medical Center
Klamath County

Jackson Care Connect
Jackson County

Primary Health of Josephine County
Josephine County

TransLink also provides rides to open card members on the Oregon Health Plan (OHP) living in Coos, Curry, Douglas, Jackson, Josephine, Klamath and Lake Counties.



TransLink Medical Transportation Brokerage PROGRAM GUIDE

Introduction

TransLink provides non-emergent medical transportation to eligible Oregon Health Plan (OHP) members traveling to covered medical services.



Non-emergent Medical Transportation is provided to OHP members like you who have no other way to get to their medical services.

Sometimes there may not be any provider that can provide a ride, so rides depend on a transportation provider being available. In order to ensure a ride is available for you, please call to schedule your ride as far in advance of your appointment as possible.

Member Eligibility

TransLink is responsible for verifying your eligibility prior to providing services. This includes determining if you are under a coordinated care organization (CCO) or Open Card. TransLink assumes full financial risk in serving a person who is not confirmed eligible by the Oregon Health Authority as eligible for the service provided on the date(s) of service. There is no cost to you for authorized transportation services.

Selecting a Medical Provider

To be eligible for Medical Transportation Program services, you need to choose a medical care provider in your local area when one is available. Local area means "in or nearest" the city or town you live in. If a provider is not available in your city or town, you

can ask for a ride to the nearest location where the service can be found. You have the right to choose any medical care provider. However, if you choose a medical care provider outside of your local area, or not at the next nearest location where providers are available, you are responsible for your own ride; it is not a covered service.

Scheduling a Ride

You can call to schedule your rides Monday thru Friday from 7am to 5pm.

Next day ride requests must be scheduled before 4:00 pm the day before.

You should call to schedule your ride at least 2 business days in advance if possible. Advanced notice is helpful but not required. Less notice could result in us not being able to provide you a ride to your appointment. To schedule a ride call TransLink at:

Phone number: 1.541.842.2060

Phone number (toll free): 1.888.518.8160



711 (Oregon Relay Service)

A customer service representative will verify your eligibility and will need the following information:

Your name

- Your address
- Your date of birth
- Your phone number
- Physician/Facility name



- Physician/Facility address
- Physician/Facility phone number
- Date of appointment
- Time of appointment
- Pick-up Time after appointment
- Medical reason for appointment (to verify covered services)
- Any special mobility needs (like a wheelchair or service animal)
- Any specific directions to your home or medical facility or if you will be traveling with an attendant.

If you are calling to schedule a ride for your minor child, the customer service representative will also need to know your child's personal information and who will be the adult attendant for your child (please see Children section on page 9).

The customer service representative will verify that you are traveling to a covered OHP or CCO service and have no other way to get to your appointment. The representative will then either authorize or deny the trip based on the information you provided.

Same-day rides will be scheduled after verifying with your doctor or medical office that you must be seen that day.

If you need to cancel a ride or change an appointment, you must call TransLink as soon as possible so the transportation provider can be notified. You can call to cancel rides 24 hours a day by leaving a message on our phone system; to change a ride please call during normal business hours and speak with a TransLink representative.

You should not call transportation providers directly other than for a return ride. Call TransLink if you have any questions or ride changes.

If you are denied transportation service based on the OHP or CCO program guidelines, you will receive a denial verbally and a letter that references the rule and reason for the denial. If you feel you have been denied non-emergent medical transportation services unfairly, you have the right to request a Fair Hearing. Fair Hearing information will be provided with your denial letter.

TransLink does not schedule ambulance transportation. If you have an emergency, call 911. For non-emergency ambulance services, you should contact your branch office or CCO.

When to Be Ready

You should be ready 15 minutes before your scheduled pickup time.

Transportation providers should arrive within 15 minutes before or 15 minutes after your scheduled pickup time. If you scheduled your return trip in advance, a transportation provider should arrive within thirty (30) minutes of your requested pickup time or within sixty (60) minutes after a “will-call” request for a return ride.

If this does not happen, you should call TransLink toll free at 1.888.518.8160. Jackson and Josephine County residents please call 1.541.842.2060.

You must call TransLink if you miss your scheduled ride. Do not call the transportation provider to reschedule a ride.



If you are not ready for your ride when the transportation provider arrives, the provider will wait 5 minutes. After 5 minutes, the provider will go to the next destination and your trip will need to be rescheduled.

Cancellation and No-Show Policy

When you need to cancel a ride or your appointment time changes, you must call TransLink as soon as possible. You can call to cancel rides 24 hours a day by calling our main scheduling line, selecting the cancel option and leaving a detailed message.

When you are not ready at the pickup time and have not canceled the ride at least 2 hours in advance for local rides or 6 hours in advance for long distance rides from your scheduled pickup time, the ride is considered a No-Show.

Continual No-Shows may result in a specific transportation provider refusing to continue providing you service, since transportation providers do not get paid for No-Show rides. Because of the limited number of transportation providers under contract with TransLink, it is important that you make every reasonable effort to avoid No-Shows and cancel unnecessary rides appropriately.

Failure to do so may limit your available transportation resources, placing undue burdens on TransLink and making transportation more difficult for all our members.

If you continually No-Show, then TransLink may impose special conditions and reasonable restrictions on your future rides, including but not limited to: limiting the number of rides you can schedule at a time, limiting you to a specific provider, and requiring confirmation calls prior to each ride.



Service Hours

Non-Emergent Medical Transportation services may be provided 24 hours a day, 365 days a year. However, it may be difficult to arrange transportation that takes place after hours or on weekends or holidays, so please be sure to call as far ahead as possible during normal business hours to schedule rides that are necessary for these times.

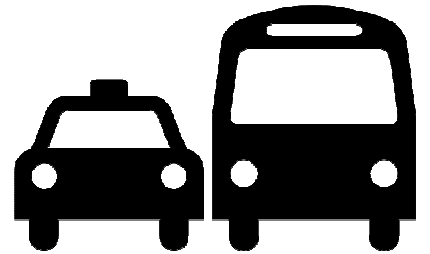
TransLink Call Center hours

Monday thru Friday 7am – 5pm

The TransLink Call Center is closed on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas.

Types of Non-Emergent Medical Transportation

Non-Emergent Medical Transportation is scheduled with the most appropriate and most cost-effective mode of transportation that meets your needs. Depending on your situation, this could be bus tickets, taxi cab, wheelchair van, stretcher van, reimbursement, common carrier or other types of transportation, as necessary. Rides may be shared. Other Members may be picked up or dropped off along the way. When it is possible, you may be asked to try to schedule multiple appointments on the same day to avoid repeated trips.



Service Description

When authorized by TransLink, Non-Emergent Medical transportation providers may come to the door of the home or the main entrance of the medical facility to let you know they are ready to transport you.

Non-Emergent Medical Transportation providers may assist you into the main entrance lobbies of medical facilities, but will not assist you into medical rooms or other areas of the building. If you require further assistance, you will need to provide your own personal care attendant (please see Personal Care Attendant section – Page 9).

Non-Emergent Medical Transportation providers do not enter your room except for a hospital discharge or a stretcher transport.

Non-Emergent Medical Transportation providers do not help you get ready for transport (feeding, dressing, connecting O2, etc.).

Non-Emergent Medical Transportation providers do not transfer you between bed and wheelchair, wheelchair and vehicle, etc.

Not all Non-Emergent Medical Transportation providers are able to assist you up and down steps if you are in a mobility device. If you use a mobility device, please be sure to inform TransLink of any steps you may have to go up or down in order to ensure you are scheduled with an appropriate transportation provider.

Non-Emergent Medical Transportation providers are prohibited from requesting or receiving fares or tips.

Personal Care Attendant

A personal care attendant must accompany you if you are unable to travel by yourself to your appointments. You are responsible for providing your own personal care attendant.

One personal care attendant can travel with you at no cost. Additional riders may have to pay a fare or a shared ride cost. TransLink only provides the transportation and is not responsible for wages, meals, or other costs associated with your personal care attendant.

Children

Children age 11 and under must have one adult attendant with them at all times. The attendant may be the child's parent or legal guardian, an adult relative, an adult expressly identified in writing by the parent or legal guardian as an attendant, or a Department of Human Services (DHS) employee or volunteer.



The adult attendant can go with the child at no cost.

Children age 12 and over do not require an adult attendant for transportation. However, one adult attendant may still travel with children under age 18 at no cost. Remember, most medical procedures for children under 18 require adult consent and supervision. The adult attendant must provide and install car seats that are necessary under current statewide vehicle regulations.

Non-Emergent Medical Transportation providers do not provide or help members to install or remove car seats.

Car seats may not be left with Non-Emergent Medical Transportation providers during the child's appointment because the same provider will not necessarily provide the return ride.

Wheelchair/Mobility Aids

If you use a wheelchair, non-emergent medical transportation providers will assist you up and down curbs only if you ask.



If your wheelchair is oversized, you must tell TransLink so the right vehicle can be sent. An oversized wheelchair is bigger than 30 inches wide, 48 inches long, or more than 600 pounds when occupied.

If you use a scooter, you may be asked if you want to transfer into a vehicle seat for your own safety, but you are not required to do so.

Mobility aids such as walkers or canes need to be safely stowed in the vehicle once you have been seated. The non-emergent medical transportation provider will help you secure your equipment if necessary.

Portable oxygen tanks must be secured while being transported. TransLink does not provide oxygen.

Service animals trained to assist persons with disabilities are permitted on all TransLink contracted vehicles. You must notify TransLink in advance if you need to bring a service animal on the ride.

Safety Belts

You and all passengers are required to comply with all regulations regarding safety belt use. Passengers who require safety belt extensions must notify TransLink of this need when scheduling



a ride. Passengers with the Oregon Department of Transportation safety belt exemption card must carry the card and show the card to the driver.

Passengers using wheelchairs must use the lap and shoulder belt.

Member Confidentiality

Discussing or providing member information, except for normal business purposes, is strictly prohibited.

Member Feedback

Please direct complaints and compliments to TransLink:

Phone number: 1.541.842.2062

Phone number (Toll Free): 1.888.518.8162

711 (Oregon Relay Service)

Email (non-secure): customerservice@rvtd.org

You should always attempt to resolve concerns through TransLink directly. However, if TransLink is unable to resolve your concern, you are encouraged to contact the Oregon Health Authority Member Services Unit in Salem by calling 1.800.273.0557 or your Coordinated Care Organization (CCO).



TransLink Brokerage
239 E. Barnett Road
Medford, Oregon