



# **TransLink Medical Transportation Brokerage Client Program Guide**

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**TransLink 239 E. Barnett Rd, Medford, Oregon 97501  
(541) 842-2060 or toll free 1-888-518-8160**



# TransLink Medical Transportation Brokerage PROGRAM GUIDE

## Introduction

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



Non-emergent Medical Transportation is provided to OHP Plus clients 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.

## Client Eligibility

TransLink is responsible for verifying your eligibility prior to providing services. This includes determining if you are in a managed care plan. TransLink assumes full financial risk in serving a person who is not confirmed eligible by the Department of Human Services 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 6pm.

You should call to schedule your ride at least 2 business days in advance if possible. To schedule a ride call TransLink at:

**Phone number (voice): 1-541-842-2060**

**Phone number (toll free): 1-888-518-8160**

**7-1-1 (Oregon Relay Service)**



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

- Your name
- Your address
- 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

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 Plus 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 between the hours of 7am and 6pm Monday thru Friday.

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 Plus 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.

### **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, or within 90 minutes after a call to request 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 Monday thru Friday 7am – 6pm.

When you are not ready at the pickup time and have not canceled the ride at least 2 hours in advance of the scheduled time, the ride is considered a No-Show.

Continual No-Shows may result in a specific transportation provider refusing to continue providing 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 imperative that you make every reasonable effort to avoid No-Shows and cancel unnecessary rides appropriately. Failure to do so may limit available transportation resources, placing undue burdens on TransLink and making transportation more difficult for all our clients. 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.

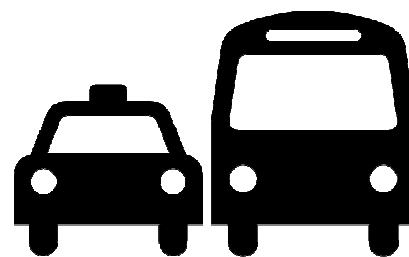


**TransLink Call Center hours are Monday thru Friday 7am – 6pm.**

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, or other types of transportation, as necessary.

Rides may be shared. Other Clients 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 car transport.

Non-Emergent Medical Transportation providers do not help you get ready for transport (feeding, dressing, 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 clients 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.

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.

### **Client Confidentiality**

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

### **Client Feedback**

Concerns and Compliments can be made by calling TransLink at:

**Phone number (Voice): 1-541-842-2060**

**Phone number (Toll Free): 1-888-518-8160**

**7-1-1 (Oregon Relay Service)**

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 Client Services Unit in Salem by calling 1-800-273-0557.