

## Transportation Program:

Cascades West Ride Line provides non-emergent medical transportation to eligible clients traveling to covered medical services.

Transportation is provided to OHP clients who have no other way to get to their medical services.

Sometimes there may not be any provider that can provide a ride, so please call to schedule your ride several days before your appointment.

## Scheduling:

Rides can be scheduled 30 days out. Call to schedule your ride as soon as you know of your appointment in order to facilitate finding you a transportation provider.

## Client Qualifications:

- Intercommunity Health Network - Coordinated Care Organization (IHN-CCO)
- Oregon Health Plan (OHP) Medicaid Coverage
- No alternate resources

## Type of Transports:

- Transit
- Ambulatory
- Wheelchair
- Stretcher
- Secured

## Hours of Operation:

Monday - Friday  
8:00 am - 12:00 pm  
1:00 pm - 5:00 pm

Voice (541) 924.8738  
Toll Free (866) 724.2975  
TTY 7-1-1

## Holiday Closures:

- New Year Day
- Martin Luther King Jr. Day
- President's Day
- Memorial day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve (1/2 day)
- Christmas Day

Rides may be provided **24 hours a day, 365 days a year** depending on provider availability.

## Providing Feedback:

Please contact RideLine with any concerns or commendations. If RideLine is not able to solve your concern, you are encouraged to contact the Oregon Health Authority Client Services Unit by calling 1-800-273-0557.



## Non-Emergent Medical Transportation

Don't miss an important medical appointment!



## **Transportation Provided To:**

Non-emergent medical services that are covered by Medicaid. You must be traveling to the closest medical service or nearest location where the service can be found.

## **At Time Of Call, Provide:**

Your contact information, including full address; your health provider contact information and address; the date, time and length of your appointment; the medical reason for your appointment, and any special mobility needs.

## **About Your Trip:**

Transportation providers may arrive 15 minutes prior to, or 15 minutes after your scheduled pick up time. They are not able help you get ready and or assist you into medical rooms or other areas of the building. Providers may arrive within 90 minutes after your call return. You may have a different provider pick you up and take you home. Your ride may be shared with other clients.



## **Transport Requirements:**

Seat Belts must be worn at all times. One person may ride along with you free of charge. Children under age of 12 must have an attendant over the age of 18 and must provide and install a car or booster seat.

## **Cancellations/No-Shows:**

You must cancel your ride *at least* 1 hour prior to your pick up time or you will be considered a no-show. No-Shows may result in providers refusing to continue providing services to you.

## **Pharmacy Trips:**

Must be scheduled in conjunction with your medical appointment.

Staff is responsible for verifying your eligibility prior to providing services; including determining if you are in a managed care plan.

## **Same-day Rides:**

Will only be scheduled if there is availability and after verifying with your health provider that you must be seen that day.

## **After Hours Instructions:**

For urgent matters only. Call RideLine and receive phone number to call for rides. In case of emergency call 911.

## **Veteran Transports:**

RideLine provides transportation to veterans in the Linn, Benton, and Lincoln County areas to meet the DAV shuttle for medical appointments in Portland. RideLine then provides a ride home on their return. Call RideLine for details.

## **Mileage Reimbursement:**

If you drive a car or have someone else who can drive you, you may be paid back for part of the mileage from your home to your appointment and back. Call RideLine for details.