



# NEMT Rider Guide



Oregon Health Plan  
March 2026



## **Free help in other languages and formats.**

Everyone has a right to know about Cascade Health Alliance's programs and services. All members have a right to know how to use our programs and services.

We give these kinds of free help:

- Sign language interpreters
- Qualified and certified spoken language interpreters
- Written materials in other languages
- Braille
- Large print
- Audio and other formats

## **You can get information in another language or format.**

You or your representative can get member materials like this handbook or CCO notices in other languages, large print, Braille or any format you prefer. Every format has the same information. You will get materials within 5 days of your request. This help is free. Examples of member materials are:

- This handbook
- List of covered medications
- List of providers
- Letters, like complaint, denial, and appeal notices

Your use of benefits, complaints, appeals, or hearings will not be denied or limited based on your need for another language or format.

## **Cascade Health Alliance can email you materials.**

You can ask for materials electronically. Fill out the secure contact form on our website at <https://www.cascadehealthalliance.com/>.

You can find this NEMT Rider Guide online at:

<https://www.cascadehealthalliance.com/for-members/schedule-a-ride/>

The guide can be saved electronically and printed.

## **Requesting a Paper Copy**

You may request a paper copy of the NEMT Rider Guide at no cost. This is available to members and member representatives.

To request a paper copy, call **Cascade Health Alliance Member Services** at **541-883-2947** or **1-888-989-7846**.

TTY users may call **711 (Oregon Relay)**.

Cascade Health Alliance will mail the paper copy to you **within five (5) business days** of your request.

## **Requesting an Electronic Copy**

If you would like an electronic copy sent to you, you must request it or approve receiving it electronically before it is sent.

The electronic version contains the same information as the paper copy. Free language services and alternative formats are available upon request.

## **You can have an interpreter.**

You, your representative, family members and caregivers can ask for a certified and qualified health care interpreter. You can also ask for sign

language and written interpreters or auxiliary aids and services. These services are free.

Tell your provider's office if you need an interpreter at your visit. Tell them what language or format you need. Learn more about certified Health Care Interpreters at [Oregon.gov/OHA/EI](https://Oregon.gov/OHA/EI).

If you need help, please call us at 541-883-2947 or call OHP Client Services at 800-273-0557 (TTY 711).

If you do not get the interpreter help you need from Cascade Health Alliance, call the state's Language Access Services Program coordinator at 844-882-7889, TTY 711 or email: [LanguageAccess.Info@odhsoha.oregon.gov](mailto:LanguageAccess.Info@odhsoha.oregon.gov).

### English

You can get this handbook in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 541-883-2947 or TTY #711#. We accept relay calls.

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You can get help from a certified and qualified health care interpreter.

### Spanish

Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 541-883-2947 o TTY #711#. Aceptamos todas las llamadas de retransmisión.

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Usted puede obtener ayuda de un intérprete certificado y calificado en atención de salud.

## Russian

Вы можете получить этот документ на другом языке, напечатанное крупным шрифтом, шрифтом Брайля или в предпочитаемом вами формате. Вы также можете запросить услуги переводчика. Эта помощь предоставляется бесплатно. Звоните по тел. 541-883-2947 или TTY #711#. Мы принимаем звонки по линии трансляционной СВЯЗИ.

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Вы можете получить помощь от аккредитованного и квалифицированного медицинского переводчика.

## Vietnamese

Quý vị có thể nhận tài liệu này bằng một ngôn ngữ khác, theo định dạng chữ in lớn, chữ nổi Braille hoặc một định dạng khác theo ý muốn. Quý vị cũng có thể yêu cầu được thông dịch viên hỗ trợ. Sự trợ giúp này là miễn phí. Gọi 541-883-2947 hoặc TTY (Đường dây Dành cho Người Khiếm thính hoặc Khuyết tật về Phát âm) #711#. Chúng tôi chấp nhận các cuộc gọi chuyển tiếp.

Quý vị có thể nhận được sự giúp đỡ từ một thông dịch viên có chứng nhận và đủ tiêu chuẩn chuyên về chăm sóc sức khỏe.

## Arabic

يمكنكم الحصول على هذا وثيقة بلغات أخرى، أو مطبوعة بخط كبير، أو مطبوعة على طريقة برايل أو حسب الصيغة المفضلة لديكم. كما يمكنكم طلب مترجم شفهي. إن هذه المساعدة

مجانية. اتصلو على 541-883-2947 أو المبرقة الكاتبة #711#. نستقبل المكالمات المحولة.

-  
يمكنكم الحصول على المساعدة من مترجم معتمد ومؤهل في مجال الرعاية الصحية.

## Somali

Waxaad heli kartaa warqadan oo ku qoran luqaddo kale, far waaweyn, farta dadka indhaha aan qabin wax ku akhriyaan ee Braille ama qaabka aad doorbidayso. Waxaad sidoo kale codsan kartaa turjubaan.

Taageeradani waa lacag la'aan. Wac 541-883-2947 ama TTY #711#.

Waa aqbalnaa wicitaanada gudbinta.

-

Waxaad caawimaad ka heli kartaa turjubaanka daryeelka caafimaadka oo xirfad leh isla markaana la aqoonsan yahay.

## Simplified Chinese

您可获取本文件的其他语言版、大字版、盲文版或您偏好的格式版本。您还可要求提供口译员服务。本帮助免费。致电541-883-

2947 或TTY #711#。我们会接听所有的转接来电。

您可以从经过认证且合格的医疗口语翻译人员那里获得帮助。

## Traditional Chinese

您可獲得本**信息**函的其他語言版本、大字版、盲文版或您偏好的格式。您也可申請口譯員。以上協助均為免費。請致電541-883-2947 或聽障專線#711#。我們接受所有傳譯電話。

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您可透過經認證的合格醫療保健口譯員取得協助。

### Korean

이문서은 다른 언어, 큰 활자, 점자 또는 선호하는 형식으로 받아보실 수 있습니다. 통역사를 요청하실 수도 있습니다. 무료 지원해 드립니다. 541-883-2947 또는 TTY #711#에 전화하십시오. 저희는 중계 전화를 받습니다.

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공인 및 자격을 갖춘 의료서비스 전문 통역사의 도움을 받으실 수 있습니다.

### Chuukese

En mi tongeni angei ei taropwe non pwan ew fosun fenu, mese watte mak, Braille ika pwan ew format ke mwochen. En mi tongeni pwan tingor emon chon chiaku Ei aninis ese fokkun pwan kamo. Kokori 541-883-2947 ika TTY #711#. Kich mi etiwa ekkewe keken relay.

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En mi tongeni kopwe angei aninis seni emon mi certified ika qualified ren chon chiaku ren health care.

### Ukrainian

Ви можете отримати цей довідник іншими мовами, крупним шрифтом, шрифтом Брайля або у форматі, якому ви надаєте перевагу. Ви також можете попросити надати послуги перекладача. Ця допомога є безкоштовною. Дзвоніть по номеру телефону 541-883-2947 або телетайпу #711#. Ми приймаємо всі дзвінки, які на нас переводять.

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Ви можете отримати допомогу від сертифікованого та кваліфікованого медичного перекладача.

Farsi

می‌توانید این نامه را به زبان‌های دیگر، درشت‌خط، بریل یا قالب ترجیحی دیگری دریافت کنید. می‌توانید مترجم شفاهی نیز درخواست کنید. این کمک رایگان است. با - 541-883-2947 یا TTY #711# تماس بگیرید. تماس‌های رله را می‌پذیریم.

می‌توانید از یک مترجم شفاهی دارای گواهی و باکفایت در زمینه بهداشت و

Swahili

Unaweza kupata herufi hii kwa lugha zingine, kwa herufi kubwa, kwa lugha ya maandishi kwa vipofu au namna yeyote unayopendelea. Unaweza pia kuomba mkalimani. Msaada huu ni wa bure. Piga 541-883-2947 au TTY #711#. Tunakubali simu za kupitisha ujumbe.

Unaweza pata usaidizi kutoka kwa mkalimani wa huduma ya afya aliyeidhinishwa na aliyehitimu.

Burmese

ဤစာကို အချားဘာသာစကားမ်း၊ ပုံနှိပ်စာလုံးနှုန်း၊ မ်ကျမဋ္ဌားအကြကု ဘေးလု သို့မဟုတ် သငိုမိုးစက္ကည့ ပုံစံပုဖင့ ရယူနိုင်ပါသည်။ သင့်ည့ စကားပူပန္တစဦးလည့း တောင့းဆိုနိုင်ပါသည်။ ဤအကူအညီသည် အခမဲ့ပစ္စည်းဖြစ်ပါသည်။ 541-883-2947 သို့မဟုတ် #711# ကို ဖုန်းဆက်ပါ။ ထပ္ပင့းေခင့ဆိုမးမ်းကို ကြေးပို့ပို့ လက်ခံပါသည်။



- Race
- Religion
- Sex
- Sex characteristics
- Sexual orientation
- Gender identity
- Sex stereotypes
- Pregnancy or related conditions
- Health status or need for services

### **Free Help and Language Services**

CHA provides free help so you can get care and information in a way that works for you.

This includes:

- Free interpreters (spoken language and sign language)
- Written materials in other languages
- Large print, Braille, audio, and other formats
- Reasonable changes for people with disabilities

This help is free and will not change your benefits.

To ask for help, call **CHA Member Services:**  
**541-883-2947** or **1-888-989-7846 (toll-free)**  
**TTY: 711 (Oregon Relay)**

### **How to Report Discrimination or File a Complaint**

If you feel you were treated unfairly, you can file a complaint. You can do this yourself or have someone help you.

### **Cascade Health Alliance (CCO)**

**Section 1557 Coordinator:** Cara Boyette Green

**Phone:** 541-883-2947

**Toll-Free:** 1-888-989-7846

**TTY:** 711

**Email:** CaraBG@cascadecomp.com

**Alternate Email:** AppealsAndGrievances@cascadecomp.com

**Mail:** Cascade Health Alliance

Attn: Section 1557 Coordinator

2909 Daggett Avenue, Suite 225

Klamath Falls, OR 97603

**Online Complaint Form:** <https://www.cascadehealthalliance.com/forms/complaint-form/>

### **Oregon Health Authority (OHA) – Civil Rights**

**Website:** <https://www.oregon.gov/oha/EI/Pages/Public-Civil-Rights.aspx>

**Email:** OHA.PublicCivilRights@state.or.us

**Phone:** 844-882-7889

**TTY:** 711

**Mail:** Office of Equity and Inclusion

421 SW Oak Street, Suite 750

Portland, OR 97204

### **Bureau of Labor and Industries (BOLI)**

**Website:** <https://www.oregon.gov/boli/civil-rights/>

**Phone:** 971-673-0764

**Email:** BOLI\_help@boli.oregon.gov

**Mail:** 800 NE Oregon Street, Suite 1045

Portland, OR 97232

### **U.S. Department of Health and Human Services – Office for Civil Rights**

**Website:** <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

**Phone:** 800-368-1019

**TDD:** 800-537-7697

**Email:** OCRComplaint@hhs.gov

**Mail:** 200 Independence Avenue SW, Room 509F

Washington, DC 20201

## We keep your information private

We only share your records with people who need to see them. This could be for treatment or for payment reasons. You can limit who sees your records. Tell us in writing if you don't want someone to see your records **or** if you want us to share your records with someone. You can ask us for a list of who we have shared your records with.

If you want us to share your records and information with someone, please complete the "Release of Information" form at: <https://www.cascadehealthalliance.com/for-members/member-resources-and-forms/>.

A law called the Health Insurance Portability and Accountability Act (HIPAA) protects your medical records and keeps them private. This is also called confidentiality. We have a paper called Notice of Privacy Practices that explains how we use our members' personal information. We will send it to you if you ask. Just call Customer Service and ask for our Notice of Privacy Practices. You can also see it at <https://www.cascadehealthalliance.com/privacy-policy/>.

## Health records

A health record has your health conditions and the services you used. It also shows the referrals that have been made for you.

### **What can you do with health records?**

- Ask to send your record to another provider.

- Ask to fix or correct your records.
- Get a copy of your records, including, but not limited to:
  - Medical records from your provider
  - Dental records from your dental care provider
  - Records from Cascade Health Alliance

You may be charged a reasonable amount for a copy of the requested records.

**There may be times when the law restricts your access.**

Psychotherapy notes and records prepared for court cases cannot be shared.

Providers may also not share records when, in their professional judgement, sharing records could cause substantial harm to you or another person.

If a provider denies you or your authorized representative copies of your medical records, the provider must give you a written notice. The notice must explain why the request was denied and explain your rights to have another provider review the denial. The notice will also tell you how to make a complaint to the provider or the Secretary of Health and Human Services.

## Contact us:

### Cascade Health Alliance

2909 Daggett Avenue, Ste 225 Klamath Falls, OR 97601 [info@cascadecomp.com](mailto:info@cascadecomp.com)

<https://www.cascadehealthalliance.com/>

CHA Member Services phone number: 541.883.2947

Toll free phone number: 1.800.989.7846

TTY/OREGON RELAY 711

CHA Member Services fax number: 541.885.9858

### TransLink

Phone number: 541.842.2060

Toll free phone number: 1.888.518.8160

TTY: 7-1-1

<https://rvtd.org/accessible-transportation/translink/>

You can schedule your rides Monday through Friday, from 7:00 AM to 5:00 PM.

## Non-Emergent Medical Transportation (NEMT)

### What is NEMT?

Non-Emergent Medical Transportation (NEMT) is a covered benefit for Cascade Health Alliance (CHA) members on the Oregon Health Plan (OHP). Cascade Health Alliance partners with TransLink to offer this benefit at no cost. You must meet benefit rules for NEMT services.

There are services for travel to and from health-related appointments. If you do not have dependable transportation, you may be eligible. NEMT rides are for scheduled healthcare visits. These rides are not for emergencies. In case of emergency, please call 911. TransLink and Cascade Health Alliance can help you get to your appointments in many ways.

# Rider Guide

## Cascades Health Alliance

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## Introduction

Do you need a ride to your medical appointments? Cascade Health Alliance offers NEMT to all its members through a partnership with TransLink. Which includes any individual eligible for NEMT services under OAR 410-141-3920. Full benefit dual eligible members are offered NEMT services if you are traveling to a Medicaid or Medicare covered appointment within or outside the CCOs service area. TransLink can take you to any appointment or service that is covered by Cascade Health Alliance through our Non-Emergent Medical Transportation (NEMT) program.

## Eligibility

You can get free rides from TransLink if the following are true:

- You are covered by Cascade Health Alliance insurance through the Oregon Health Plan (Medicaid) in Klamath County Oregon and you are traveling to a covered doctor's appointment or other healthcare service.
- You can also get free rides from TransLink if you are a full benefit dual eligible member.
- Cascade Health Alliance or TransLink checks eligibility with Medicare Advantage or Dual Special Needs Plans. They also check eligibility with Medicare providers.
- If you are enrolled in the Compact of Free Association (COFA) Dental Program or the Veteran Dental Program, only rides to dental services are covered by Cascade Health Alliance.
- You need help getting there.

Cascade Health Alliance shares the cost for out of area rides. See page 7 for Mileage Cost Help.

## Types of Rides

TransLink schedules the best ride to meet your needs. Ride help can include:

- Help with the cost for you (or someone else) to drive to your appointment
- Bus tickets
- Car/taxi or ride service
- Wheelchair van
- Stretcher van
- Other types, as necessary
- Some rides are shared. Drivers may pick up or drop off other riders along the way

## Service Hours

Cascade Health Alliance office hours are 8:00 AM to 5:00 PM Monday through Friday. The Cascade Health Alliance office is closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day

- Fourth of July
- Labor Day
- Veteran’s Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

You can set up a ride with TransLink 24 hours a day, 365 days a year. It may be hard to schedule a ride for nights, weekends, or holidays. For rides needed during these times, please call as far ahead as you can. You can ask for appointments up to 90 days ahead of time.

TransLink is open to schedule rides Monday through Friday, 7:00 AM to 5:00 PM.

TransLink is closed Saturday, Sunday, and the following holidays:

- New Year’s Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

TransLink has an after-hours message in English and Spanish during any hours when TransLink Call Center is closed. The message explains how to access alternative options in way that you do not need to call again. You can also leave a message. If your message is easily understood and includes a valid phone number, TransLink will call you back the next business day. TransLink will continue you to try to call you back until they reach you.

## Scheduling a Ride

A member or authorized representative (somebody you approve to act for you; i.e. your Community Health Worker, foster parent, adoptive parent, or other Provider delegated with this authority) can call Cascade Health Alliance and/or TransLink to request a ride. Qualified multilingual Call Center staff are available to help you and have verbal interpretation services available free of charge to all members. NEMT Services are offered twenty-four (24) hours a day, three hundred and sixty-five (365) days a year. Members can schedule:

- Same day for NEMT Services
- Up to 90 days before their appointment
- More than one NEMT Service at a time for reoccurring appointments and up to 90 days before the appointment

## Contact us:

Cascade Health Alliance  
2909 Daggett Avenue, Ste 225

Klamath Falls, OR 97601

Phone: **541.883.2947**

[NEMT@cascadecomp.com](mailto:NEMT@cascadecomp.com)

Toll free phone number: 1.800.989.7846

TTY/OREGON RELAY 711

### TransLink

Phone number: 541.842.2060

Toll free phone number: 1.888.518.8160.

TTY/OREGON RELAY 711

<https://rvtd.org/accessible-transportation/translink/>

You can schedule your rides Monday through Friday from 7:00 AM to 5:00 PM.

## When to call

### Help When You Call

TransLink provides a toll-free call center to help members schedule NEMT rides.

Qualified call center staff are available to help members in multiple languages.

If you speak a language other than English, free oral interpretation services are available when you call.

If you are hearing or speech impaired, TransLink can accommodate your needs.

You may use TTY or Oregon Relay by dialing 711 when calling the NEMT Call Center.

These services are available at no cost to you.

Call as soon as you schedule your appointment (up to 90 days before your appointment). Try to call at least 24 hours before you will need a ride. For trips over 70 miles, please try to call at least 48 hours in advance. This will help TransLink find a driver to support your trip. Whenever you are able, please call with as much advanced time as possible.

Your eligibility for services will be determined when you call TransLink customer service. They will find the best ride to fit your needs. TransLink will ask you for the information listed below.

Please have this information ready when you call:

- Your name, address, phone number and Medicaid ID number
- How and at what times you would like to be contacted (phone, email, fax)
- Doctor name, address, and phone number
- Referring doctor if appointment is outside of your local area
- Date and time of healthcare appointment
- Pick-up time after the healthcare appointment
- Reason for healthcare appointment
- If an attendant will be traveling with you

- How well you can move and take care of yourself. This includes if you need help walking, use equipment, have a service animal, or have physical or behavioral health needs. NEMT services can be changed, if needed, to meet your needs under OAR 410-141-3955.
- Clear directions to your home or the provider's office
- What special adjustments are needed and if you have history or circumstances to be considered
- Any special conditions or needs including physical or behavioral health disabilities

You may be asked for other information so we can find the best ride for your needs. We will tell you if your trip is approved or denied within 24 hours. If your ride is within 24 hours, TransLink will tell you the decision sooner.

If we approve your trip at the time of your request by phone, we will tell you, whenever possible, of the plans. If plans are not available when you call, we will reach out with the details before the date of your ride. We will tell you:

- Doctor name, address, and phone number
- The name and phone number of the NEMT driver or NEMT provider
- Your Pick-up time and address

If you request a ride less than two (2) days before your trip, TransLink will confirm you have TransLink's phone number.

If your ride or reimbursement is denied, TransLink will send you a notice of adverse benefit determination (NOABD).

You are an Oregon Health Plan (OHP) & Coordinated Care Organization (CCO) member. You are not responsible for making NEMT decisions. TransLink is responsible for making your ride arrangements.

**To schedule a ride for a child 12 years of age and under, see the Children section on page 13.**

**Please be sure to schedule your return trip as well. If you do not schedule your return trip, you may need to wait up to an hour for your driver to pick you up.**

## Secure Transports

A member having a mental health crisis may need secure medical transport in a special vehicle. This means a doctor or peace officer has decided the member is in danger of harming themselves or others. The member may also need immediate care, custody, or treatment.

When medically needed, one other person may go with the member. This person is an assistant to the member and must meet legal guidelines. Examples include, but are not limited to, a parent, legal guardian, or escort.

TransLink will approve medical secure transports for OHP-covered medical services ordered by a court, except going to court or commitment hearings (unless there is no other funded ride choice) or if the member is in custody.

You may lose your ride privileges if you threaten harm to the driver or others in the vehicle. Rides may be suspended if your behavior puts the life of the driver or others in the vehicle at risk of harm.

## Urgent Rides

**If you have an emergency, call 911.** TransLink cannot arrange emergency ambulance rides.

Urgent rides can be set up if a driver is available. Urgent means the healthcare appointment is:

- Needed right away
- Was not scheduled in advance
- Was not planned for

If you have an urgent need for a ride when TransLink is open, call customer service.

You might have an urgent need for a ride when TransLink is closed. A ride provider in your area may be able to give you a ride. Follow these steps:

- **First:** Call the TransLink phone number and listen to the after-hours message.  
Toll free phone number: 1.888.518.8160, TTY/OREGON RELAY 711
- **Next:** Follow the instructions on the phone message.

One more attendant may go with the member at no added charge when medically needed, such as to administer medications or to satisfy legal needs including, but not limited to, when a parent, legal guardian, or escort is needed during transport.

## Mileage Cost Help

If you or someone you know can drive you to your healthcare appointments, you can get help with the travel costs for trips out of your local area. Arrangements for help with travel costs must be made before the appointment. You will not receive help with travel costs if you have already been to the appointment. Travel costs may include reimbursements for mileage, meals, and lodging. Funds will be paid to you, the member directly unless the member has a guardian or Power of Attorney.

Members can be reimbursed for meals as defined in OAR 410-141-3960 and for a minimum of four hours round trip. Members can be reimbursed for lodging when they would otherwise:

- Have to begin travel to an appointment before 5 a.m.
- The appointment ends after 9 p.m.
- There is a documented medical need, or
- Other allowable circumstances.

Mileage for travel is paid \$0.49 cents per mile for the shortest way to your healthcare appointment. Lodging rates are \$110.00 per day. Meal rates are \$34.00 per day, which includes:

- Breakfast \$9.00 – Travel **must** begin before 6:00 a.m.

- Lunch \$10.00 - Travel must span the entire period from 11:30 a.m. through 1:30 p.m.
- Dinner \$15.00 – Travel **must** end after 6:30 p.m.

Members will be reimbursed at rates not less than the allowable rates. Members must return documentation before receiving reimbursement. Reimbursements under \$10 may be held until the member's reimbursement reaches \$10. We will reimburse members within 14 days of receiving the reimbursement request. If a reimbursement request is denied for any reason, we will issue a Notice of Adverse Benefit Determination within 14 days. If a request is incomplete, Translink will take an additional 14 days to help the member complete the submission.

An attendant may be reimbursed for meals or lodging if:

- The member is a minor child and unable to travel without an attendant
- The attending physician gives a signed statement indicating the reason an attendant must go with the member
- The member is mentally or physically unable to reach their appointment without assistance or
- The member would be unable to return home without help after the treatment or service.

Lodging rates for an attendant are \$110.00 per day (if staying in separate room). Meal rates for an attendant are \$34.00 per day (Breakfast \$9.00, Lunch \$10.00, Dinner \$15.00).

Contact TransLink to set up travel cost help.

Follow these steps to request mileage cost help:

1. Call TransLink to request the ride help **before** the healthcare appointment.  
Toll free phone number: **1.888.518.8160**, TTY/OREGON RELAY 711
2. Complete your section of the Healthcare Visit Verification form and take it with you to your appointment. You can find the Health Care Visit Verification form on the TransLink website at: <https://rvtd.org/accessible-transportation/translink/>
3. When you are at your appointment, have your healthcare provider complete their section of the form.
4. Return the completed form to TransLink within 45 days of your healthcare appointment. TransLink will give the mileage funds within 14 days of receiving your completed form. Overpayments may be recovered from a member for the following:
  - For mileage, meals and lodging, and another resource paid directly
  - Monies paid that were not used for the approved purpose
  - Monies used for public transportation or
  - Common carrier tickets or passes that the member sold or transferred to another

We will not reimburse you if we receive your verification form and any receipts needed more than 45 days after your visit.

Cascade Health Alliance is not responsible for arranging transportation when the member uses public transportation or when the member or another person receives a mileage reimbursement for the ride.

Urgent appointment: If you have an unplanned, urgent appointment, please call as soon as you can to request help.

## Rides to the Pharmacy

Rides to the pharmacy are available only:

- During a scheduled return ride from a healthcare appointment
- For urgent, critical needs

You may want to consider filling prescriptions through a mail order. This is an OHP benefit. The mail order pharmacy will fill your prescription and send it to you. Contact Cascade Health Alliance Member Services for help signing up for mail order pharmacy.

Cascade Health Alliance Phone number: 541.883.2947

## When to Be Ready

Rides to your healthcare appointment:

- Be ready 15 minutes before your pickup time. Drivers will arrive within the 15 minutes before your pickup time.
- Drivers will arrive 15 minutes before pickup time and will deliver members to appointments 15 minutes before appointment time. This is to make sure members arrive at their destination with enough time to check in and prepare for an appointment.
- Drivers only need to wait for 15 minutes past your pickup time, so it is important to be ready when they arrive. Drivers must tell the dispatcher before leaving from the pick-up location.
- If your driver has not arrived by 10 minutes after your scheduled pickup time, call TransLink. Staff will check that they are on their way. Member's waiting time shall not exceed 15 minutes past the scheduled pick-up time.
- Drivers cannot ask that you arrive at your scheduled appointment more than (1) hour before your appointment time.

Rides home from your healthcare appointment:

- Your driver will give you instructions for your return ride when they drop you off. If they do not, make sure to ask. Some drivers will not come to take you home until you call them.
- For rides not pre-arranged, you may need to wait up to one hour from the time you call for your driver to pick you up. If your driver has not arrived after one hour, call TransLink. Staff will check to see that a driver is on the way.

## Canceling a Ride

If you will not need the ride you scheduled, please call TransLink as soon as you can.

Toll free phone number: 1.888.518.8160, TTY/OREGON RELAY 711

If TransLink is closed, please leave a message. Call the Ride Center and press 3 once you reach the “After Hours” message. Include the following:

- Your name (spell it out slowly)
- Date of scheduled ride
- Time of scheduled ride
- Your phone number

## Rider No-Shows

If you are not going to need a ride, please cancel as soon as possible. The ride is considered a “no-show” if you are not ready at the pickup time and have not canceled the ride before the driver leaves to pick you up.

Rider no-shows can make it hard for TransLink to arrange rides for you. If you have several no-shows, TransLink may need to make special arrangements for your future rides. Special ride arrangements may include, but are not limited to the following:

- You may have to call before your ride to confirm you are going to your appointment
- You may be asked to always have someone go with you to help you
- You may not be allowed to set up rides more than five days before your appointment

## Service Changes

Members can cancel or change a ride after scheduling. Please let us know as soon as possible and no later than two hours before your scheduled pickup time. We may not be able to accommodate last-minute changes, but we will always do our best.

Cascade Health Alliance or TransLink may need to change or cancel NEMT services to members for the following reasons:

- Unforeseen schedule changes
- A member has a health condition that presents a direct threat to the driver or others in the vehicle
- A member threatens harm to the driver or others in the vehicle
- A member engages in behavior that puts the driver or others in the vehicle at risk of harm
- The CCO finds that the member’s behavior causes local medical providers or facilities to refuse to provide further services
- A member often cancels or does not show up for the scheduled NEMT services on the date the ride is scheduled for

If a ride is cancelled, there is a prompt reassignment of the affected trip to another NEMT provider when necessary.

Cascade Health Alliance or TransLink will let members know about service changes in writing.

## What to Expect from TransLink

TransLink will meet all the needs for vehicle safety under OAR 410-141-3925 as well as local licensing and permit requirements. All vehicles will be inspected regularly for mechanical, cleanliness, and safety.

- Interior of the vehicle shall be clean and clutter free
- A preventative maintenance schedule shall be followed for each vehicle and shall include inspection of the following equipment:
  - Side and rearview mirrors
  - Horn
  - Heating, air conditioning, and ventilation systems
  - Working turn signals, headlights, taillights, and windshield wipers
- Smoking, aerosolizing or vaporizing of inhalants is prohibited in the vehicle at all times in accordance with ORS 433.835 to 433.990 and OAR 333-015-0025 to 333-015-0090.

All vehicles shall include, without limitation, the following safety equipment:

- Safety belts for all passengers if the vehicle is legally required to have safety belts
- First aid kit
- Fire extinguisher
- Roadside reflective or warning devices
- Flashlight
- Tire traction devices when needed
- Disposable gloves
- All equipment necessary to securely transport members using wheelchairs or stretchers in accordance with the Americans with Disabilities Act of 1990

## What to Expect from Your Driver

Drivers will meet all the needs of and have undergone all the pre-hire activities needed under OAR 410-141-3925. This includes:

- Verification of State driver's license with any required endorsements
- Screening for exclusion from participation in federal programs, and background checks.

Drivers must tell you when they arrive by calling, knocking on your door, or by coming into the lobby of the facility. If you need help, please let TransLink know when you schedule your ride. If you need help at your appointment, help to eat, go to the restroom, and so on, you may need to bring someone to help you. (See Attendant section on page 12).

### **Level of Help During Your Ride**

Cascade Health Alliance determines the how much help you need during your NEMT ride based on your needs.

This may include:

- Curb-to-curb service (help to and from the vehicle)
- Door-to-door service (help from your door to the vehicle)
- Hand-to-hand service (help from one person to another)

One or more of these service levels may be used to make sure your ride is safe.

**Drivers can:**

Help you walk up or down one or two steps. *Some* drivers can help you go to and from your door to the vehicle and help you into the lobby of the healthcare facility. Drivers *cannot* help you beyond that point. If you need this help, you will need to bring someone to help you.

Drivers need to be aware that members may not be asked to arrive at their scheduled appointments more than one (1) hour before their appointment time.

Driver may arrive before the scheduled pick-up time, but the member does not have to get into the vehicle before the scheduled pick-up time.

**Drivers cannot:**

- Enter your home or room (except for a hospital discharge or a stretcher car transport)
- Help you get ready for transport (dressing, and so on)
- Transfer you between bed and wheelchair, or wheelchair and vehicle
- Help you with any personal needs during your ride
- Ask for or accept fares or tips
- Drop off members more than 15 minutes before the office or facility opens unless requested by the member or, as applicable, the member's guardian, parent, or representative
- Pickup members more than 15 minutes after the office closes, unless the appointment is not expected to end within 15 minutes after closing, or is requested by the member, or, as applicable, the member's guardian, parent, or representative

**Be aware that drivers cannot change your assigned pick-up time without approval from TransLink.**

## Attendants

If you need more help than your driver can give, you must bring someone to help you. An attendant is a personal care helper who travels with you to your appointment. TransLink will determine whether you require assistance and whether your attendant meets requirements for an attendant. This determination is based on the following: Children 12 years of age and under and members with special physical or developmental needs, regardless of age, must be accompanied by an adult attendant. You will need to bring your own attendant. TransLink cannot offer an attendant for you. An attendant may be the member's mother, father, stepmother, stepfather, grandparent, or guardian. For children 12 years of age and under, the attendant may be any adult 18 years or older approved by the member's parent or guardian.

When you schedule your ride, please let TransLink know if you will be bringing someone to help you.

TransLink will screen you to check to see if requirements shown above are met. TransLink can schedule the ride for you and one adult attendant to help you. There is no charge for your attendant's ride.

Rides will not be arranged for extra children, family members, or friends.

## Children

There are some special rules for rides for children:

- Children 12 years of age and under must ride with an adult. Please tell TransLink who the adult will be when you call to schedule the ride
  - The adult attendant for children 12 and under may be any adult authorized by the member's parent or guardian
- Children between the ages of 13 and 18 may have an adult come with them, but it is not required
- All infants and young children must be secured in a car seat or booster seat as required by Oregon law.
  - You must have and secure the seat for a person who weighs less than 40 pounds and who is four feet nine inches or shorter.
  - Children under two years of age must be properly secured with a child safety system in a rear-facing position.
  - You must have and secure the seat for a person who weighs more than 40 pounds and who is four feet nine or shorter. You do not need to do this if the child is properly secured with a child safety system that meets the minimum requirements for children weighing more than 40 pounds. Requirements for safety belts, harnesses and child safety systems are found in ORS 815.055
- An NEMT driver may not transport a member if a parent or guardian fails to have a safety seat that complies with state law.
- Car seats may not be left in the vehicle during the appointment because the same driver may not provide the return ride. Or the driver may provide others rides during your appointment.

## Wheelchair/Mobility Aids

To make sure the right kind of ride is provided, Cascade Health Alliance and TransLink look at how well you can move and how much help you need. This includes your current level of mobility, how independent you are, and whether you have physical or behavioral health needs. NEMT services may be changed, if needed, to meet your needs under OAR 410-141-3955.

Please let TransLink know if you have any of the following when you schedule your ride:

- A mobility aid such as a manual wheelchair, walker, or cane
- A portable oxygen tank
- A wheelchair that is bigger than 30 inches wide, 48 inches long, or more than 600 pounds when occupied
- A scooter
- A service animal
- Any other special equipment

## Safety Belts

All riders must follow all laws for safety belt use. This means all riders must always wear seat belts.

If you need safety belt extensions, please tell TransLink when scheduling your ride.

Riders with a safety belt exemption card must carry it and show it to the driver before every ride.

## Adverse Weather Operations

“Adverse weather conditions” includes, but is not limited to:

- extreme heat
- extreme cold
- flooding
- tornado \*warnings
- heavy snowfall and
- icy roads

In preparation for adverse weather, drivers will make sure that the following items are in their vehicle:

- Adverse Weather “Go-Bag”
- Traction Devices
- Flashlight

When weather conditions are extreme, priority will be given to certain types of transports such as for “critical medical care” including renal dialysis and chemotherapy. All-wheel drive vehicles will be used to ensure service for these transports.

## Peak Transportation Operations

If there is above average use or excessively late vehicles (15 minutes+) TransLink will implement the following steps to make sure they have enough vehicles:

- Activate TransLink reserve fleet vehicles
- Re-route vehicles based on location to ensure prompt service
- Use more subcontractor vehicles

## Accidents & Incidents

If there is a vehicle accident or a member incident, TransLink shall let Cascade Health Alliance know within 24 hours of the event. The notification will be made in writing (email) and should contain the following information:

1. Driver name
2. Passenger/member name
3. Date, time, and location of accident/incident
4. Description of the event including any injuries that were sustained
5. Whether the driver or passenger needed medical treatment at a hospital
6. Any police report, case number, or report if available

## Your Privacy

All information you give to TransLink will be kept private.

TransLink will only tell drivers the information that is necessary to provide your ride for you.

Medical information is only given to drivers when needed (for example, you use oxygen). Drivers will not share any of your information outside of the ride except with TransLink, Cascade Health Alliance Community Solutions, the Oregon Health Plan, or the Oregon Department of Human Services.

## Your Rights and Responsibilities

### **As a CHA member, you have the right to:**

- Receive safe and dependable transportation services that meet your needs.
- Ask for interpretation services when talking to Member Services.
- Ask for materials in a language or format that works for you.
- Schedule NEMT rides up to 90 days in advance.
- Schedule more than one NEMT ride at a time for ongoing appointments, up to 90 days in advance.
- Request same-day NEMT rides when available.
- File a grievance (complaint) if you are unhappy with the service you receive from Cascade Health Alliance or TransLink.
- Receive written notice before a ride or service is denied or changed, unless notice is not required by law.
- Give feedback, including concerns or complaints, to help improve services.
- File an appeal or ask for a hearing if a ride or service is denied.
- Not be billed for rides to or from covered medical services.
- File the same grievance with both the NEMT subcontractor and Cascade Health Alliance if the issue is not resolved.
- Be treated fairly and not discriminated against in any program or activity because of age, color, disability, gender identity, marital status, national origin, race, religion, sex, sexual orientation, health status, or need for services.

### **As an NEMT passenger, you are responsible for:**

- Treating drivers and other passengers with respect.
- Calling as early as possible to schedule, change, or cancel your ride.
- Using seat belts and other safety equipment as required by Oregon law.
- Asking for additional stops in advance.

If you need to make a stop at a pharmacy or another location, the stop must be approved ahead of time. Drivers may only make stops that have been approved.

### **How to File a Grievance (Complaint)**

If you are unhappy with or feel you were treated unfairly by Cascade Health Alliance, TransLink, your healthcare services, or your provider, you can file a grievance (complaint). You may have someone help you file a grievance. A provider or representative may file one for you with your consent.

Grievances related to NEMT services include all expressions of dissatisfaction. This includes concerns about:

- Driver or vehicle safety
- Quality of transportation services
- Interactions with NEMT drivers or providers, such as rudeness
- Access to services
- Consumer rights

You may also express dissatisfaction about a denial of a service, in whole or in part. Service denials can also be addressed through the appeal process.

Cascade Health Alliance and TransLink have processes to document, review, and respond to all grievances. It does not matter if your grievance is about TransLink or Cascade Health Alliance.

### **Ways to File a Grievance**

You may file a grievance in any of the following ways:

1. **Phone:** Call the Appeals and Grievances Department at **541-883-2947 (option 6)** or **TTY 711**
2. **Fax:** 541-885-9858
3. **Mail:** Cascade Health Alliance  
Attn: Cara Boyette Green, Section 1557 Coordinator  
2909 Daggett Avenue, Suite 225  
Klamath Falls, OR 97603
4. **Email:** CaraBG@cascadecomp.com or AppealsAndGrievances@cascadecomp.com
5. **Online Complaint Form:**  
<https://www.cascadehealthalliance.com/forms/complaint-form/>
6. **OHA Client Services:**  
Mail: PO Box 14015, Salem, OR 97309  
Phone: 1-800-273-0057, TTY 711

You will receive a written decision within five (5) workdays. If more time is needed, we will notify you in writing. All grievance decisions will be made within 30 days.

### **Reporting Discrimination**

You may report discrimination or civil rights concerns to any of the following:

#### **Cascade Health Alliance**

- **Phone:** 541-883-2947 or 1-888-989-7846
- **TTY:** 711
- **Email:** AppealsAndGrievances@cascadecomp.com
- **Mail:**  
2909 Daggett Avenue, Suite 225  
Klamath Falls, OR 97601

#### **Oregon Health Authority (OHA) – Civil Rights**

- **Website:** <https://www.oregon.gov/oha/EI/Pages/Public-Civil-Rights.aspx>

- **Email:** OHA.PublicCivilRights@state.or.us
- **Phone:** 844-882-7889
- **TTY:** 711
- **Mail:**  
Office of Equity and Inclusion  
421 SW Oak Street, Suite 750  
Portland, OR 97204

**Bureau of Labor and Industries (BOLI) – Civil Rights Division**

- **Website:** <https://www.oregon.gov/boli/civil-rights/>
- **Phone:** 971-673-0764
- **Email:** BOLI\_help@boli.oregon.gov
- **Mail:**  
800 NE Oregon Street, Suite 1045  
Portland, OR 97232

**U.S. Department of Health and Human Services – Office for Civil Rights**

- **Website:** <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
- **Phone:** 800-368-1019
- **TDD:** 800-537-7697
- **Email:** OCRComplaint@hhs.gov
- **Mail:**  
200 Independence Avenue SW, Room 509F  
Washington, DC 20201

**Denial of Service**

Before sending a Notice of Adverse Benefit Determination (NOABD), TransLink will complete a secondary review when a ride is denied. TransLink will mail the NOABD within 72 hours of the denial to:

- The member who was denied the ride, and
- The provider who requested the ride, if the provider is part of the Cascade Health Alliance network

**How to File an Appeal**

If you feel a service was denied unfairly, you have the right to file an appeal within **60 days** of the NOABD date. If you did not receive a written denial, you or your provider may ask for one.

You may file an appeal by:

- Calling Member Services at **541-883-2947** or **1-888-989-7846**, TTY **711**
- Writing to:  
Cascade Health Alliance Appeals  
2909 Daggett Avenue, Suite 225  
Klamath Falls, OR 97603
- Completing OHA’s *Request to Review a Health Care Decision* (Form 3302)
- Asking your provider to file the appeal for you

You may ask a friend, case manager, or provider to help you. Free legal help is available through the **Public**

**Benefits Hotline at 1-800-520-5292, TTY 711.**

### **Your Right to Share Information**

To support your appeal, you have the right to give information and testimony in person or in writing. You may also make legal and factual arguments in person or in writing, as long as they are submitted within the appeal filing timelines.

Cascade Health Alliance will send a decision within 16 calendar days. If more time is needed, we may extend the review by up to 14 days and will notify you by phone and in writing.

### **How to Get an Administrative Hearing**

If your appeal is denied or if Cascade Health Alliance does not meet appeal timelines, you may request a state fair hearing within **120 days** of the Notice of Appeal Resolution.

You may represent yourself or have an attorney or another representative with you. Free legal help is available through Legal Aid Services and the Oregon Law Center.

### **Grievance and Appeal System Protections**

- No one can stop you from filing a grievance or appeal.
- No one can encourage you to withdraw a grievance or appeal.
- No one can use a grievance or appeal against you.



## **Cascade Health Alliance**

2909 Daggett Ave, Suite 225

Klamath Falls, OR 97601

Phone (541) 883-2947

Main Fax (541) 885-9858

[CascadeHealthAlliance.com](http://CascadeHealthAlliance.com)

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