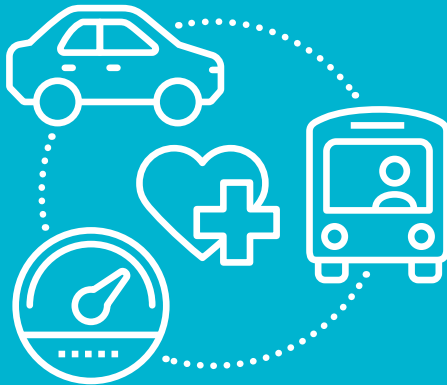


RIDE to CARE

Rider's Guide



503-416-3955 or toll-free 855-321-4899

ridetocare.com



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Contact information & office hours

Contact information

Phone: 503-416-3955
Oregon Relay Service (TTY): 711
Toll-free at 855-321-4899



Office hours and holidays

Office hours are 8 a.m. to 5 p.m. Monday through Friday. During those hours you can go through intake, file grievances and arrange your transportation needs. Anything outside of that time is considered after hours.

The call center is closed on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas.

Customer Service representatives are available regardless of the time, day or holidays. While our primary call center is open on weekdays from 8 a.m. to 5 p.m., our after-hours team is available outside of those hours for your transportation needs. After hours, you can schedule an urgent same-day ride or check on existing rides. Transportation that was scheduled previously will not be affected by our office hours or holidays.

You can schedule transportation for any day or time you need, but please call during our regular business hours to schedule.



Program overview

Ride to Care provides a free non-emergent medical transportation (NEMT) service for eligible Health Share members going to covered health care visits. This includes traveling to the doctor, dentist, physical therapy, counseling and more. We serve members who live in Clackamas, Multnomah and Washington counties.

Ride to Care offers three ways to help you get to your health care appointments:

- **Public transit:** We provide daily or monthly Hop Fastpasses to take TriMet buses and MAX and the Portland Streetcar. We can also offer fare for other local transit agencies within the Health Share service area.
- **Reimbursement:** We pay a per-mile rate for mileage to and from health care visits. You can drive yourself, or someone else can drive you. In some cases, we pay stipends for meals and lodging when your health care needs take you outside Multnomah, Clackamas or Washington counties.
- **Vehicle-provided rides:** We can schedule private and shared rides, in the type of vehicle that's appropriate to your needs and mobility-aid requirements.

The Ride to Care program is a benefit available for Health Share members. There is no cost to you to use it. Customer Service representatives are available 8 a.m. to 5 p.m. Monday through Friday to help you schedule your non-urgent transportation.

What to expect when you call

When you call Ride to Care, you will speak with a Customer Service representative who will work with you to find the most-appropriate and least-costly mode of transportation to fit your needs. Ride to Care provides all non-emergent medical transportation for Health Share members. We will verify you're eligible for transportation services to and from covered or health-related services.

Customer Service will ask questions such as:

- What is your preferred method and time of contact (phone, email, fax)? We'll let you know about your transportation arrangements as soon as they are in place, and before the date of your service.
- How do you usually get to your appointments?
- Do you live near public transportation?
- Do you have access to a vehicle?
- Do you use any mobility devices?
- Will you need any extra assistance?
- What special modifications to the trip should we make based on your needs, history or circumstances?

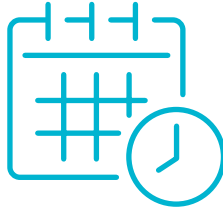
What to expect when you call (continued)

Authorized representatives may call Ride to Care on the member's behalf, and request transportation. Such representatives include Community Health Workers, foster parents, adoptive parents and other providers delegated with this authority.

Once your needs are established, we can help you get to any covered service. A covered service is any physical, dental or mental health visit or health care service that's included in the Oregon Health Plan (OHP) and paid for by Health Share of Oregon.

If you are a dual member of both Health Share and Medicare, Health Share will verify that you require trip assistance to a Medicaid or Medicare-covered appointment within the tri-county area, or outside the service area if non-emergent transportation services are not available within our service area and for which Health Share is responsible for cost-sharing, including the transportation services.

Your health condition or transportation access might change, either temporarily or permanently. If you experience a change, please call us and we will work with you to find the option that best suits your needs.



Scheduling requests

Each time you call, we will need the following information from you:

- Your first and last name.
- Your date of birth.
- Your Health Share of Oregon Medicaid ID number.
- Date and time of the appointment.
- Full starting and destination addresses.
- Facility name, doctor's name and doctor's phone number.
- Medical reason for the appointment.
- Whether it is a round trip or a one-way trip.

We may ask you for other information, too.

We will approve or deny your transportation request within 24 hours of your contacting us. If your appointment is within 24 hours, we will let you know our decision sooner than that, so you can arrive on time for your appointment.

Scheduling requests (continued)

If we authorize your transportation at the time of your request by phone, we will notify you, when possible, of the arrangements.

Information about transportation arrangements includes, but is not limited to, the name and phone number of the transportation provider, the scheduled time and address of pick-up, and the name and address of the health care provider to whom you're seeking transport.

As a Health Share member, you are not responsible for determining whether the transportation arrangements have been made.

Be aware that drivers cannot change your assigned pick-up time without prior approval.

More details are in the following pages, under the three types of transportation offered: **public transit, mileage reimbursement and vehicle-provided rides.**



Public transportation

If you are able to take public transportation, Ride to Care can give you transit fare. We may need to check with the clinic to confirm that you have an appointment scheduled at that time.

Along with the information listed under “Program overview” earlier, we will ask:

- Whether you need fare for an attendant.
- Your full Hop Fastpass card number, if you have one that is not managed by another organization, and it is your first time calling.
- Your mailing address.

Local transit options

There are several options for public transportation that we can provide fare for. Let us know the one you would use for your health care appointment.

We can load fare onto a Hop Fastpass card for:

- TriMet buses
- TriMet MAX
- Portland Streetcar
- Vancouver C-Tran

We can also send you fare for:

- Canby Area Transit
- Sandy Area Metro
- South Metro Area Regional Transit
- South Clackamas Transportation District

Monthly and day passes

When you call, we will discuss your appointments and determine whether a day or monthly pass is better suited to your scheduled visits.

We will load daily or monthly fare onto your TriMet Hop Fastpass card.



You may request transit fare up to 90 days before your covered medical, dental or mental health appointment. Please provide information about all your scheduled appointments when you call Ride to Care Customer Service.

If you have five or more appointments in a calendar month, you will be eligible for a monthly TriMet pass.

Timing to keep in mind

When asking for a monthly transit pass, call between the 15th of the month prior to your health care appointments, and the 10th of the month in which your appointments will take place.

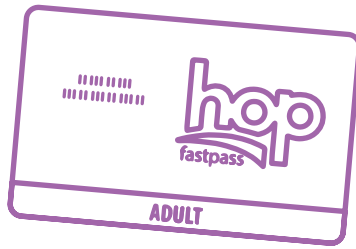
If you call after the 10th of the same month as your appointments, we will provide daily transit passes, even if you have five or more appointments.

Example 1:

You'd like a monthly TriMet pass for April. You call us between March 15 and April 10 and tell us about your five April appointments. You are eligible for an April monthly pass.

Example 2:

You have five appointments set in April. You call us April 11 and ask for transit fare for these appointments. You are eligible for individual TriMet day passes because you called after the April 10 deadline for a monthly pass.



Hop cards

If you already have a Hop Fastpass — also known as a Hop card — and it is not managed by another organization, we can load daily and monthly TriMet transit fare onto your existing card. If you don't have a Hop card, or another organization manages your card, we can send you a new Hop card in the mail.

Ride to Care uses only Hop cards to provide you with the transit fare you need within TriMet service areas. As of January 1, 2020, TriMet no longer considers paper passes or tickets purchased through the TriMet ticket app valid fare.

For areas outside of TriMet's service area, we can issue paper passes or the locally accepted form of fare.

Mailing and loading times

Make sure to call with enough time to receive the fare you need before your appointment dates.

It can take **five to seven business days** to receive a new Adult or Youth Hop Fastpass card — or fare for other transit systems — in the mail.

To receive fare that will be loaded onto your Hop card, please call at least 48 business hours before your appointment.

Honored Citizen and Low-Income fare

We encourage all members who use TriMet and C-Tran for their appointments to apply for an Honored Citizen or Low-Income fare Hop Fastpass – also known as Hop card – through TriMet. Members eligible for Ride to Care are already eligible for an Honored Citizen or Low-Income fare Hop card. To apply for your card, go to TriMet’s office in Pioneer Courthouse Square, 701 SW Sixth Ave.

Visit TriMet’s website
for more information:
trimet.org/lowincome



If you will have an attendant traveling with you to your appointments, be sure to notify TriMet when filling out the Honored Citizen or Low-Income fare application.

After your application is complete, TriMet will take your picture and issue you a TriMet Hop card with photo ID at the end of your appointment. With your Hop photo ID card, you can ask Ride to Care for Low-Income or Honored Citizen fare for TriMet and C-Tran.

Personal care attendants

Do you need a Personal Care Attendant (PCA) to travel with you to your health care appointment to assist before, during or after? Assistance includes things such as helping you with stairs, your mobility device, interpretation and medical monitoring.

If you need a personal care attendant:

- Tell Ride to Care Customer Service when you're requesting transit fare.
- Tell TriMet staff when applying for your Honored Citizen Hop card.

TriMet will add an "A" – for attendant – to your Honored Citizen Hop card. This allows your attendant to travel with you free of charge.

If you have an Honored Citizen "A" Hop card, TriMet does not require fare for an attendant traveling with you.

Do you have an Honored Citizen Hop card without an A but need an attendant to travel with you? Please apply for an updated Honored Citizen Hop card at the TriMet office as soon as possible.

We can temporarily provide fare while you apply for or update your Honored Citizen Hop card.



Mileage reimbursement

If you or someone you know can drive you to your health care appointments, Ride to Care can reimburse you for that mileage.

Here are the steps you must take. Note the 45-day deadline.

1. Call us at Ride to Care to schedule your trip.

Whenever possible, call at least two full business days before your appointment. You may call up to 90 days before your appointment.

2. Bring an appointment verification form to your appointment. Ask the provider's office staff to sign it.

You can get a verification form in three ways: Print it from ridetocare.com. Ask us to mail you a form. Or ask us to fax the form to your provider's office.

3. Send us the original, fully completed form before the deadline. We must receive the form and any required receipts within 45 days of your appointment. We will not reimburse if we receive your verification form and any required receipts more than 45 days after your visit.

You can mail the form or ask your provider's office to fax it. If your provider faxes the form, they need to include a cover sheet with their facility letterhead and your appointment information.

Mailing address: Ride to Care, PO Box 301339
Portland OR 97294

Ride to Care fax: 503-296-2681

We will verify that you were seen and treated.

Reimbursement steps continue on next page ►►

- 4. Or, ask your provider to write a letter.** Instead of faxing an appointment verification form, your provider can fax us a letter on their professional letterhead.

The letter must include:

- Your first and last name.
 - Your current mailing address.
 - Your Health Share Medicaid Member ID number.
 - The date and time of your visit.
 - The purpose of your visit.
 - A signature and phone number of a provider or staff member where you were seen.
- 5. Get reimbursed.** After we verify your appointment, we will load your mileage reimbursement onto a Focus card. This is a Visa prepaid debit card, offered through U.S. Bank. We will load the funds within 14 business days of receiving your completed form.

If you need a reimbursement method other than a Focus card, please contact Ride to Care and ask for an accommodation.



Focus cards

The first time you request reimbursement, we will create your account for a Focus prepaid debit card and mail you your card. It could take seven to 10 business days to arrive.

Keep your Focus card safe. We will reload this same card for future reimbursements.

Before you use your card, you will need to activate it. Instructions are with the card. You can use the card at any location that accepts Visa.

Reimbursement rates and card balances

Your mileage reimbursement will be loaded onto the Focus card at a rate of \$0.25 per mile. We will add reimbursements to your Focus card after the amount due has reached \$10 or more.

The balance on the card rolls over from month to month. If your card goes six months without being used, it becomes inactive. You would have to ask us to reactivate your Focus card before you could access funds.



Vehicle-provided rides

If you do not have access to a vehicle and are unable to take public transportation, Ride to Care can schedule vehicle-provided rides for you. We can send a sedan, wheelchair van, stretcher vehicle or non-emergent ambulance, depending on your medical needs. A personal care attendant (PCA) can travel with you if needed.

Drivers must make their presence known to you when they arrive. They must wait for you at least 15 minutes after your scheduled pick-up time. If you are not present within those 15 minutes, drivers must notify the dispatcher before they depart from your pick-up location.

A personal care attendant is someone who helps you during your ride or at your appointment. This help can include assisting you with steps, your mobility device, interpretation services or monitoring a medical need.





Basics of vehicle-provided rides

When you call to request a trip, we will ask some questions to make sure you are getting the right type of transportation. If we are scheduling a ride, we will ask for information such as:

- Full starting address and destination address, including apartment, room, building, floor or suite number.
- Helpful information for the driver about your pickup location, such as the number of stairs or whether it's a gated community.
- Whether a personal care attendant or service animal will be traveling with you.
- If you use a mobility device, we may need the measurements of the device and the type (for example: wheelchair, walker).
- The level of service you need. (See **page 22.**)
- If you need a return ride, and what time you expect to need it.

Basics of vehicle-provided rides (continued)

Whenever possible, please call 48 business hours before your appointment. This advance notice helps us with the scheduling process.

You can schedule rides up to 90 days before your appointment.

You have the right to request a same-day or next-day ride. However, if your request is on short notice, and demand for rides is high, Ride to Care prioritizes medically urgent requests. See **Pages 20-22** for more information on same-day requests.

Whenever possible, call us at least two business days before you need a ride.



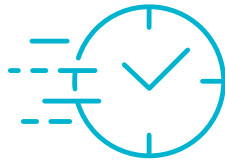
When you have a scheduled ride, your driver will arrive with enough time to get you to your appointment. Please be ready to go when the driver arrives, but you do not have to board the vehicle before your scheduled pickup time if you are not ready.

Here are some other timing guidelines:

- We may not require you to be at your scheduled appointment more than one hour before your appointment time.
- We'll drop you off at least 15 minutes before your appointment time to prevent the drop-off from being considered late.
- We have contingency plans and back-up plans for different circumstances that can affect ride availability. This may be a time of peak demand, when demand exceeds the supply of vehicles, or when a scheduled ride is more than 20 minutes late or otherwise unavailable for service.
- Drivers are not permitted to drop you off at your appointment location more than 15 minutes before the office or other facility opens for business.
- Drivers are not permitted to drop you off at an appointment less than 15 minutes before the office or other facility closes for business.

If you are not sure what time you need to go home from your appointment, you can schedule a will call, or call return. When you are done at your appointment, call 503-416-3955 (toll-free 855-321-4899), and a driver will arrive within 60 minutes from the time you call. To avoid delays, we encourage you to schedule a pickup time whenever possible.

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



Same-day and next-day requests

We ask that you call us two or more business days before your health care appointment. You have the right to request a same-day or next-day ride. However, we cannot guarantee same-day trip requests. Fulfilling a same-day trip request depends on our transportation providers' capacity and availability.

We may verify same-day rides with your health care provider. You have the right to ask for a same-day ride. But two-day notice will help us serve you better in times of high demand.

Ride delays and reassignments

At times, a transportation provider may be late or unable to pick you up due to traffic or other reasons.

If your ride is late, or there is another issue, please call Ride to Care. If that happens, we will reassign your trip to another provider as soon as possible.

We're working with transportation providers to make sure extra vehicles are available when they're needed.

Here is how we prioritize same-day trip requests:

- If you are being discharged from the hospital.
- If a friend or family member can take you to your appointment, we can approve mileage reimbursement.
- If you can use public transit, we can approve transit fare.
- If your health care provider asks you to come in the same day for a serious condition. This can include rides for lab work or other testing.
- A ride to urgent care because you are sick and your primary care provider is not available.
- A ride for pregnant members to see their pregnancy provider or go to urgent care.
- If your health care provider refers you to a specialist.
- You need to pick up a medicine you need right away.

For all other reasons, please make your trip request at least two business days before your appointment.

Services are available 24 hours a day, 365 days a year. You may schedule multiple trips during one phone call.

Level of service

Our drivers are able to provide different levels of service to best fit your medical needs:

- **Curb-to-curb:** Your driver will meet you at the curb of your pickup location.
- **Door-to-door:** Your driver will meet you at the door or front desk of your pickup location and escort you to the door or front desk of your drop-off location.
- **Hand-to-hand:** Your driver will meet you and a member of your care team at your pickup location, bring you all the way inside at your drop-off location, and remain with you until someone from your care team takes you the rest of the way.

Please let us know what type of assistance you require when you call in to schedule.

Mobility devices

Whether you use a cane, walker, wheelchair or scooter, or you need stretcher transport, we can get you to your appointment.

We can provide a ride that accommodates your mobility device, but not every vehicle can accommodate every type of device. We want to send the vehicle that best fits your needs.



We ask that you have information regarding the type, size and any other special details about your mobility device when you call. This can include things such as:

- Whether it folds.
- The width and length of the device.
- The combined weight of the device when occupied.
- If it has a high back or is reclining.

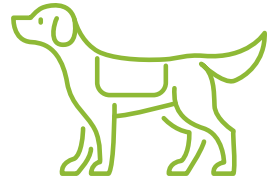
For stretcher transport, or if you need a wheelchair provided for the ride, we will need to know your height and weight.

Oxygen can also be provided for a ride if requested. Please tell us the number of liters of oxygen you will need when you schedule the ride. If we provide you with a mobility device or oxygen, we cannot leave them with you at your destination. They can only be used during the ride, so make sure you plan for your needs at your home address and during your appointment.

If you use a scooter, the driver may ask 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 must be safely stowed in the vehicle after you have been seated. The provider will help you secure your equipment if necessary. Portable oxygen tanks must be secured while being transported.

Service animals

You can bring a service animal with you during your rides. A service animal is a dog or miniature pony that is required because of a disability and that has been trained to do work or perform tasks for the benefit of the person with a disability.



Emotional support animals, companion animals and pets are not allowed in our vehicles, except in enclosed carriers.

When you call to schedule your ride, please let us know if you will have a service animal with you. The Customer Service representatives and drivers may ask you the following questions regarding your service animal:

- What kind of animal is it?
- Is the animal required because of a disability?
- What task has the animal been trained to perform?

Customer Service representatives and drivers can ask only those questions. You have the right to keep the details of your medical information private. You are not required to disclose any information beyond those three questions.

Seat belts

All riders must follow safety belt laws. When you call to schedule your ride, please let us know if you will need a seat belt extension. If you have a safety belt exemption card, please call us to discuss how we can best assist you. Riders using wheelchairs must use the lap and shoulder belt.

Shared rides

Rides are not guaranteed to be private and may be shared. Other members may be picked up or dropped off along the way to your destination. We ask that you always treat other passengers with respect, and not act in a way that causes a safety risk to anyone in the vehicle.



Secure transport

When a member is in a mental health crisis, the most-appropriate type of transportation may be secure medical transport in a special vehicle. This means a doctor or peace officer determined that the member is in danger of harming themselves or others, or needs immediate care, custody or treatment. When medically appropriate, one other person may go with the member, to give medicine in-route or meet legal requirements. Examples include, but are not limited to, a parent, legal guardian or escort.

Ride to Care will authorize medical secure transports for OHP-covered medical services ordered by a court, except going to court or commitment hearings (unless there's no other funded transportation option) or if the member is in custody.

No-shows

A no-show happens when you do not take a scheduled ride and did not give enough notice to cancel the trip. That includes situations such as:

- You cancel a ride less than two hours before your scheduled pickup time.
- You are not ready within 15 minutes of your scheduled pickup time.
- You turn a driver away at the door because you don't need the ride anymore or you don't wish to go with that provider.

After a certain number of no-shows, Ride to Care may place a service modification on a member's profile.

A service modification sets special conditions and reasonable restrictions on future rides. They can include requiring members to use a specific provider, travel with an attendant, use public transit where available and call to confirm rides before each scheduled trip.

If you feel your ride was marked a no-show by mistake, you can contact Customer Service to dispute the no-show. Your dispute will be reviewed, and the no-show removed if appropriate.

Children age 12 and under

Children age 12 and under must be accompanied by an adult during transportation. The adult traveling with the child must be their parent, stepparent, grandparent, legal guardian, Department of Human Services (DHS) employee or volunteer, Oregon Health Authority (OHA) employee or an adult 18 years or older identified in writing by the parent or legal guardian as an attendant.

The adult attendant must provide and install car seats for any children under 8 years old. We are unable to provide car seats for you, and the driver may not help install or remove a car seat. You must take the car seat with you when you leave the vehicle, as the driver cannot keep it in the vehicle for you.



Per Oregon law:

- A child under 2 years old must sit in a rear-facing car seat.
- A child 2 years or older who weighs less than 40 pounds must sit in a car seat.
- A child who weighs more than 40 pounds must sit in a booster seat until they are 4 feet, 9 inches or 8 years old and the adult belt fits correctly.

A driver can transport a child only with the proper car seat and an attendant.





Pharmacy stops

Ride to Care can help you get to the pharmacy to pick up prescription medication as an add-on to an existing trip, either before or after your appointment. We cannot schedule pharmacy-only trips.

If you need to go to the pharmacy before or after an appointment, we can provide bus fare, mileage reimbursement or a vehicle-provided ride. For vehicle-provided rides, you have the option of having the driver wait 15 minutes, or you can call when you are ready to be picked up.





Out of area

If you need transportation to a Health Share-covered appointment that is not available within Multnomah, Clackamas or Washington counties, we can work with you to see if we can provide transportation to that appointment. In some cases, we may also be able to provide meal and lodging stipends.

Meal stipends are \$3 per breakfast, \$3.50 per lunch and \$5.50 per dinner. Lodging stipends are up to \$40 a night. Anything beyond those allowances must be covered by the member, so please plan accordingly if you are approved for meal and lodging stipends.

Ride to Care will get you there



We have a process for reviewing requests for travel expenses for care outside of our three-county service area. When approved in advance, we may reimburse certain travel expenses or provide a travel stipend. As soon as you schedule a health care appointment that is out of the area, please call Ride to Care to give us time to review your request. We will first check if it is medically appropriate to go outside of the service area for your care. If we approve your out-of-area appointment, we then need time to schedule the necessary pieces of your trip.

You can call up to 90 days in advance to request an out-of-area trip. You have up to 45 days after the appointment for Ride to Care to receive your completed reimbursement form.

When you call to request a trip to an appointment outside of Clackamas, Multnomah or Washington counties, we will need some information. This will help us decide if the trip falls within our out-of-area coverage guidelines:

- Your first and last name.
- Your Health Share Medicaid Member ID number.
- Your date of birth.
- Full starting and destination addresses, including apartment and suite numbers (if applicable).
- Facility name, provider's name and provider's phone number.
- Reason for the appointment.
- Date and time of the appointment.
- How long you will need to stay.
- If you will have a mobility device or attendant.
- The type of transportation you are requesting, such as vehicle transport, air travel or mileage reimbursement.
- A good call-back number.

After we review and verify the trip information, we will contact you to let you know whether your trip is approved or denied. If the trip is approved, we will provide all the details for your transportation and set you up with a Focus card for reimbursement.

Emergencies

If you experience a medical emergency, please call 911 or have someone take you to the nearest emergency room.

If you have an emergency during your ride, please notify your driver. Your driver can call 911.

Ride to Care does not provide emergency transportation.



Driver screening

We screen our drivers. They undergo criminal background checks and are subject to specific credentialing requirements.

Transportation services are provided only in vehicles that meet certain safety and comfort standards, such as featuring safety belts, fire extinguishers and first aid kits. The vehicles are smoke-free, clean and free of debris.

Adverse weather plan

If you need critical medical care during a time of adverse weather conditions, we have a plan to serve you. Examples of critical medical care include, but are not limited to, kidney dialysis and chemotherapy infusions.

Adverse weather conditions include, but are not limited to, extreme heat, extreme cold, flooding, tornado warnings, heavy snowfall and icy roads.



Your rights & responsibilities

As a Ride to Care user, you have the right to:

- 1.** Receive safe and reliable transportation services that are appropriate for your needs.
- 2.** Ask for interpretation services when talking to Customer Service and request Ride to Care materials in a language or format that meets your needs.
- 3.** File grievances about your Ride to Care experience.
- 4.** Submit an appeal, ask for a hearing, or ask for both if you feel you have been denied a service unfairly.

You have the right to dependable transportation as part of your health care benefit.

As a Ride to Care passenger, your responsibilities include:

- 1.** Treating drivers and other passengers with respect.
- 2.** Calling us as early as possible to schedule, change or cancel your transportation.
- 3.** Using seat belts and other safety equipment as required by Oregon law.

Riders who cause a safety risk or misuse the service may receive a service modification. If this happens, we will work with you to find other options to help you get to your appointments.

Neither we nor Health Share may bill you for transport to or from covered medical services, even if we denied reimbursement for the transportation service.



Grievances, feedback & denials

Grievances and feedback

A grievance is any expression of dissatisfaction and may be filed about any aspect of Ride to Care's services or processes. Your authorized representative may file a grievance on your behalf. If you have an issue or a concern about any experience you have with Ride to Care or your trips, you have the right to file a grievance.

Grievances can be about things such as, but not limited to, being denied a service, driver or vehicle safety, the quality of service you received, whether you received the appropriate type of service or your access to services.

You can file a grievance or submit other feedback by calling Ride to Care during office hours. A letter will be sent to you within five business days of your grievance. If more time is needed to investigate your grievance, an extension letter will be sent to you within 30 days.

Neither we nor Health Share will preclude you from making complaints or grievances that you've made previously, or from filing or submitting, the same complaint or grievance to both us and Health Share.

Denials

If you feel you have been denied service unfairly, you have the right to an appeal, a hearing or both. If you are denied a service, Ride to Care will tell you verbally why the request was denied. Before mailing a notice of adverse benefit determination to you, Health Share must provide a secondary review by another employee when the initial screener denies a ride.

Within 72 hours of denial, Health Share shall mail a notice of adverse benefit determination to you (the member denied the ride) and to the provider or other third-party with whom you had scheduled an appointment. You can find more information about your rights in your Member Handbook.

You should always attempt to resolve concerns through Ride to Care directly. However, if we are unable to resolve your concern, you may contact Health Share Customer Service at 503-416-8090, or Oregon Health Authority Member Services at 800-273-0557.

Member confidentiality

Discussing or providing member information, except for necessary business purposes, is strictly prohibited. Your privacy is important to us. We will keep your information private as required by law.

Language & format support



If you need this guide in a different language or format, please contact us at 503-416-3955 or toll-free at 855-321-4899 (TTY 711). You can request an interpreter when you call, if needed.

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Phone: 503-416-8090 or toll free at 888-519-3845 TTY: 711
Fax: 503-416-4981
Hours: 8 a.m. - 4:45 p.m. Monday through Friday
Online: [healthshareoregon.org](https://www.healthshareoregon.org)

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