

COVID-19 vaccine transportation resources Clackamas, Multnomah and Washington counties

The Oregon Health Authority, local public health agencies and health systems are working quickly to build COVID-19 vaccination events in order to vaccinate as many Oregonians as possible. Many individuals who are eligible to be vaccinated in Phase 1a or 1b do not have transportation to get to these events. They may need to rely on non-emergent medical transportation (NEMT) or other transportation options to access vaccination event sites.

Medicaid NEMT

For those members enrolled in the Oregon Health Plan (OHP), either with a coordinated care organization (CCO) or as a fee-for-service (often known as “open card”) member, the transportation options include:

Medicaid insurance plan	Brokerage name	Brokerage phone
Health Share of Oregon	Ride to Care	503-416-3955 855-321-4899 TTY: 711
Trillium	MTM	877-583-1552
OHP fee-for-service	Tri-County MedLink	800-889-8726

Other transportation options

For individuals not enrolled in OHP who still need transportation assistance, there are other options. These include:

Organization name	Phone	Information and eligibility
Ride Connection	503-226-0700	Serving older adults and people with disabilities in Clackamas, Multnomah and Washington counties (Monday through Friday).
TriMet LIFT	503-962-8000	TriMet service for people who are unable to use regular buses and trains due to a disability or disabling health condition (members should be enrolled prior to scheduling). Please call to inquire about eligibility.
One Call	866-733-8994	Providence Medicare members only.

Medicare beneficiaries

Medicare Advantage plan members may have a supplemental transportation benefit. Check with your Medicare Advantage plan for details.

Things to remember when getting ready for your COVID-19 vaccine appointments

NEMT is best and most successful when supporting individuals to scheduled appointment times for COVID-19 vaccine locations.

Depending on the number of individuals with appointments, members may experience longer than expected waits. All individuals getting vaccinated need to wait after the dose is given to see if there are any side effects. The amount of time someone may need to wait after the vaccine dose could be 15-30 minutes, in addition to the amount of time it takes to check in and wait in line for the vaccine.

If there are long wait times, please encourage individuals to:

- **Dress warmly and in layers.** Keep in mind that jackets and coats will need to be removed — and long sleeves rolled up or shirts pulled down — for the vaccine to be provided.
- **Don't forget your mask.** Masks are required so please remember to bring yours to your appointment.
- **Bring food and water.** Those with medical conditions made worse by long periods without food or water may need to bring something along on the trip.
- **Medication.** Individuals may wish to bring medication that needs to be taken at a certain time, if having to stay longer could mean missing a dose.