



COVID-19 vaccine transportation resources

Jackson County

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
Jackson Care Connect or OHP fee-for-service (Coos, Curry, Douglas, Jackson, Josephine, Klamath and Lake counties)	TransLink	541-842-2060 888-518-8160

Other transportation options

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

Organization name	Phone	Qualifying criteria
RVTD Valley Lift	541-842-2080 Option 1	Accessible transportation for individuals with disabilities unable to ride fixed-route buses. Application required. For information, visit rvtd.org/valleylift or call 541-842-2080, option 1.
RVTD Ashland Connector	541-842-2055	Accessible transportation within Ashland, same-day requests only. \$2 per trip, limited capacity. Passengers must be able to travel independently.
Community Volunteer Network	541-857-7783	Volunteer transportation, ambulatory only, three-day notice needed, limited availability.
One Call	866-733-8994	Providence Medicare members only. Please inquire to see if you qualify for this benefit

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.
- **Bring any appointment paperwork and required identification.** Verification paperwork may be requested at vaccine sites. Having this available quickly for staff will minimize any delays and reduce frustration. Individuals transporting themselves will also benefit from having proof of their appointment.
- **Schedule appointments within their local area.** This will help avoid long transportation time and improve time between home and vaccination sites. If an individual is feeling ill, this will help prevent the spread of infection outside the local area.
- **Bring a list of emergency contacts.** This contact information is useful in case of emergency during transportation or after the dose is administered.
- **Bring transportation contact information.** Bring the phone number of the transportation provider who dropped the member off, or the number of the brokerage, in case of an issue with the return trip home.
- **Travel in groups.** If one household contains multiple individuals eligible to be vaccinated, the trip should be scheduled as a group. This will increase the number of people getting the vaccine in one trip.