



## Focus: Transportation

Your health matters to us, which is why your benefits include help with trips to health care appointments and services that are covered through the Oregon Health Plan (OHP). If you have no way to get to a covered health care appointment, our partner **Ride to Care** can get you there.

### Three ways get to appointments

The Ride to Care customer service team will work with you to find the most-appropriate and least-costly option to fit your needs:



#### Public transit

We provide daily or monthly transit passes. We'll discuss your appointments and decide whether a day or monthly pass is better suited to your scheduled visits.



#### 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. Reimbursement is loaded onto a prepaid debit card.



#### Vehicle-provided rides

We can schedule private and shared rides. Based on your medical needs, we can send a sedan, wheelchair van, stretcher vehicle or non-emergent ambulance.



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, we prioritize medically urgent requests.

Call **Ride to Care**  
to learn more at  
**855-321-4899**  
or **TTY 711**

Call **Ride to Care** at **855-321-4899** or **TTY 711** to see what service is right for you. Each time you call, we'll ask questions about you and the trip you're asking for. Whenever possible, please call us at least two business days before a health care appointment to discuss and schedule your transportation. You can schedule up to 90 days in advance.

If you have any questions, call **CareOregon Customer Service** at **800-224-4840**.

## Transportation is a service provided by CareOregon, your Medicaid health plan. Learn more about us here.

When people talk about Medicaid in Oregon, you may hear them say a lot of different names or letters. That's because there are many organizations involved in making sure you get the care you deserve. How can you make sense of it all?

### It helps to think of Medicaid in Oregon like a pyramid

**Oregon Health Authority (OHA)** runs the Medicaid program for the entire state of Oregon, which is called the Oregon Health Plan (OHP).



Oregon Health Authority

**Health Share of Oregon (HSO)** is what's called a coordinated care organization (CCO). Health Share of Oregon works under OHA to serve OHP members in the tri-county area.



health share  
Health Share of Oregon

**CareOregon** is one of several insurance providers in the tri-county area that help Health Share CCO deliver care. Transportation services are covered under CareOregon.



CareOregon

**Your primary care provider (PCP)** might be a doctor, a nurse practitioner, a physician's assistant or a naturopath. They coordinate your care with CareOregon and other medical team members like dentists, mental health providers, pharmacists and others.



### CareOregon provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ Dental care
- ▶ Medicare through CareOregon Advantage
- ▶ Hospice and palliative care through Housecall Providers

### You'll also be able to use important services like these:

- ▶ Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ▶ Transportation options
- ▶ Language interpreter services
- ▶ ER and urgent care

### Questions?

Would you like to know more? Call our helpful and friendly **Customer Service team at 800-224-4840** or send us a secure message through [careoregon.org/portal](https://careoregon.org/portal)

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 800-224-4840 or TTY 711.