

NEMT – Q&A for members

Q: What is Ride to Care?

A: Ride to Care is the non-emergent medical transportation (NEMT) program. It is a benefit through your OHP coverage that helps you get transportation services — based on your needs — to your health care appointments including physical, dental and mental health appointments.

Q: How do I access my NEMT benefit?

A: Contact Ride to Care to talk about your transportation service options. You can call them at 503-416-3955, toll-free at 855-321-4899, or 711 for Oregon Relay Service TTY/TDD.

Q: What kind of appointments can I use Ride to Care for?

A: Ride to Care is available for services covered by the Oregon Health Plan. That includes physical, dental and mental health appointments. Some appointments may require you to call or get approval from Ride to Care before trips can be scheduled. For trips beyond the Health Share of Oregon service area, you may need prior authorization to use Ride to Care. The Health Share service area is Multnomah, Washington and Clackamas counties.

Q: When should I request a ride?

A: Requests can be made as many as 90 days in advance of your health care appointment.

Whenever you can, please call at least 48 hours before your covered visit. Advance notice helps with the scheduling process. However, you have the right to request same-day or next-day transportation.

Q: What kind of transportation services does Ride to Care offer?

A: Ride to Care offers three services:

Public transportation: Members receive transit fare to use public transportation for covered health care visits.

How the public transportation benefit works

1. Call Ride to Care at least two business days before your appointment. Give your TriMet Hop Fastpass ID number. The passes will be loaded directly to your Hop card before your appointment.
2. Depending on the number and timing of your appointments in any given month, your Hop card will be loaded with either a monthly transit pass or single-day passes.
3. If you use a transit system other than TriMet, let Ride to Care know. You can receive fare for other local transit systems.





Mileage reimbursement:

Members who have access to a vehicle, or can get a ride from a friend or family member, or who are staying out of area, are reimbursed for mileage and/or other costs that are approved for coverage (like food or a hotel room).

Important: *This service involves a form or provider letter that must be submitted to Ride to Care.*

A change effective March 2020: Instead of receiving a pre-loaded gas card to use at a gas station, you will be reimbursed for your mileage and/or costs. To get reimbursed, you'll need to fill out a verification form and send it to Ride to Care.

How the mileage reimbursement benefit works using an appointment verification form:

1. Bring an appointment verification form to your health care appointments. Note: Please see "Alternative to appointment verification form"
2. You can get this form in these three ways:
Print it from ridetocare.com/members
Ask Ride to Care to mail you a form. Or
ask Ride to Care to fax the form to your provider's office.
3. Ask any staff member in your provider's office to sign the form for you. **You must get the verification form signed in order to be reimbursed.**
4. Get the completed form to Ride to Care within 45 days of your visit. **Ride to Care must receive the form within 45 days or you will not be reimbursed.**
5. You may either mail the form to Ride to Care, or ask your provider's office to fax it.
 - Mailing address: Ride to Care
P.O. Box 301339, Portland, OR 97294
 - Provider fax: 503-296-2681

How the mileage reimbursement benefit works using a letter from the provider:

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.

Q: When and how will I get my mileage reimbursement?

A: You will get your reimbursement within 14 business days of Ride to Care receiving your signed, fully completed form. Reimbursement funds will be loaded onto your new Focus card. You can use your Focus card anywhere that accepts Visa. Your Focus card balance rolls over month to month. To check your balance, go to: usbankfocus.com

Vehicle-provided rides:

Members who are unable to use mileage reimbursement or public transit can call Ride to Care and ask to schedule a ride. This ride is offered in a vehicle such as a sedan, taxi or wheelchair-accessible van. Rides in vehicles are typically provided only to members with specific physical or mental health conditions, or who lack access to public transit or a vehicle.



How vehicle-provided rides work:

1. Call Ride to Care to check if you qualify for a vehicle-provided ride.
2. Ride to Care schedules rides for covered visits.
3. Whenever possible, call at least 48 hours before your appointment. This advance notice helps with the scheduling process. 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.
4. On the way to or from your scheduled appointment, you may stop at a pharmacy to pick up a prescription. A pharmacy stop is permitted when it's a part of scheduled ride to or from your covered health appointment.

Q: Will I always receive the same type of transportation service?

A: Not necessarily. To make sure you are matched with the right level of transportation for your needs, Ride to Care representatives will ask for up-to-date information. Each time you call, they may ask you about:

- ▶ Your medical needs during rides to covered appointments.
- ▶ Any mobility device needs and special vehicles.
- ▶ Any medical or mental health conditions preventing you from using public transit or driving.
- ▶ Access to public transit.
- ▶ Driving yourself to appointments, or having family or friends drive you.
- ▶ Any attendants or others traveling with you.
- ▶ Any special modifications to the trip based on your needs, history or circumstances.

Sometimes Ride to Care may ask your medical providers to:

- ▶ Confirm appointments.
- ▶ Give information about your transportation needs.

If your health or transportation needs change, let Ride to Care know.

Q: I have a Bento card from the existing Ride to Care service. Will that still work?

A: Beginning February 21, 2020, your Bento card will not be reloaded. Any remaining funds will expire on March 5, 2020.

Q: What will take the place of my Bento card?

A: A Focus card. You will be mailed this new card in February 2020. Focus cards are debit cards offered through U.S. Bank. You can spend your Focus money wherever Visa is accepted. Cards may take 7-10 business days to arrive, after completing the set up with Ride to Care.

Q: Will any unused money from my Bento card be loaded onto my new Focus card?

A: No. Please use up your Bento card balance before March 5 to avoid losing that money.

Q: I heard that Ride to Care was changing management. Is that true?

A: Yes. Beginning March 1, 2020, CareOregon will administer Ride to Care. Most things are staying the same, and the benefit itself will be the same. You call the same number to request transportation services or ask questions. The service will continue to be called Ride to Care. Some processes will change.

Q: What is the timeline for the changes?

A: Beginning in February 2020, calls to Ride to Care are being shared between the current and new call centers. The new call center will help members schedule trips that take place on or after March 1, 2020.

Also in February 2020, Ride to Care starting talking to each member to find out which transportation service is most suited to their needs.

Beginning March 2020, the new process for public transportation and reimbursement services takes effect for all trips.