

Medical Transportation Program Guide

503-962-8700

Toll Free: 1-800-899-8726

Oregon Relay Service (TTY): 7-1-1

Fax: 503-962-8718



Table of Contents

Introduction	1
Client Eligibility	1
Selecting a Medical Provider	1
Scheduling a Ride.....	2
When to Be Ready	4
Cancellation and No-Show Policy.....	6
Service Hours.....	7
Types of Transportation	8
Service Description.....	9
Personal Care Attendant.....	10
Children	10
Wheelchair/Mobility Aids	12
Safety Belts.....	13
Client Confidentiality.....	13
Client Feedback.....	14



Introduction

TriMet's Medical Transportation Program (MTP) provides non-emergency medical transportation (NEMT) to eligible Oregon Health Plan Plus (OHP+) clients traveling to covered medical services.

Non-Emergency Medical Transportation is provided for clients who have no other way to get to their medical services.

TriMet contracts with local companies to provide medical transportation rides, so rides are dependent on the availability of a provider. Sometimes there may not be any provider available that can provide a ride. In order to best ensure a ride is available for you, please call to schedule your ride as far in advance of your appointment as possible.

Client Eligibility

Prior to providing transportation services, MTP verifies your current OHP+ eligibility via information sent to us daily by the State of Oregon. This includes your managed care plan.

If you are a current OHP+ client and you have no other transportation options, there is no cost to you for authorized transportation services.

Selecting a Medical Provider

To be eligible for MTP services you need to choose a medical care provider in your local area. Local area means "in or near" the city or town where you live. If a

provider is not available in your city or town, you can ask for a ride to the nearest location where the service you need is available.

You have the right to choose your own medical care provider. However, if you choose a medical care provider that is located outside your local area, or is not in the next nearest location where a provider is available, you are responsible for your own transportation. Rides to medical providers outside your local area or rides that are not to the next nearest location where service is available are not MTP covered services.

Scheduling a Ride

Rides can be scheduled through our call center Monday–Friday between 7 a.m. and 6 p.m.

Rides should be scheduled at least two business days in advance, if possible.



To schedule a ride, please call:

Phone: 503-962-8700

Toll Free: 1-800-889-8726

Oregon Relay Service (TTY): 7-1-1

Fax: 503-962-8718

A customer service representative will verify your eligibility and request the following information:

- your name
- your address
- your phone number
- physician/facility name
- physician/facility address
- physician/facility phone number
- date of appointment
- time of appointment
- return pick-up time after appointment
- medical reason for your appointment (to verify covered services)
- any special mobility needs (such as a wheelchair or service animal)
- any specific directions to your home or medical facility

If you are calling to schedule a ride for a minor child, the customer service representative will also need to

know the child's personal information and who will be the adult attendant for the child (please see Children section).

The customer service representative will verify that you are traveling to a covered OHP+ service and that you have no other way to get to your appointment. The customer service representative will then either authorize or deny the trip based on the information provided.

Same-day rides will be scheduled after verifying with your doctor or medical office that you must be seen that day.

You should not call transportation providers directly, except for your return ride. Call the MTP office if you have any questions or changes to your ride.

If you are denied transportation based on OHP+ program guidelines, you will receive a denial verbally, as well as a letter that references the applicable rule and the reason for the denial. If you feel you have been denied transportation services unfairly, you may have the right to a Fair Hearing. Fair Hearing information will be provided with your denial letter.

MTP does not schedule ambulance transportation. If you have an emergency, call 9-1-1. For non-emergency ambulance services, contact your branch office.

When to be Ready

It is important that you are ready at your scheduled pickup time. The customer service representative will



provide you with your pickup time during your call.

Transportation providers should arrive at or after your scheduled pickup time, allowing adequate time for you to reach your appointment on time.

For return trips, transportation providers should arrive within one hour after receiving your call to request a return ride. If this does not happen, please call 503-962-8700 or the Oregon Relay Service (TTY) at 7-1-1.

You must call the MTP office if you miss your scheduled ride. Do not call the transportation provider to reschedule a ride.

If you are not ready for your ride when the transportation provider arrives, the provider will wait 5 minutes. After 5 minutes, the provider will go to their next destination and your trip will need to be rescheduled.

You do not have to leave before your scheduled pickup time. If the transportation provider arrives early for your scheduled pickup, the five minute wait time begins at your scheduled pickup time.

Cancellation and No-Show Policy

When you need to cancel a ride or change an appointment, call MTP as soon as possible so that the transportation provider can be notified. Do not call the transportation provider directly.

You can call to cancel rides from 7 a.m. to 6 p.m. Monday–Friday.

When you are not ready at your pickup time and you have not canceled your ride at least 30 minutes in advance of your pickup, the ride is considered a No-Show.

If you call to cancel a ride and the provider is on their way, or if you cancel when the transportation provider arrives at the door, the ride is considered a No-Show.

It is important that you make every effort to avoid No-Shows and to cancel unneeded rides. Multiple No-Shows may result in transportation providers refusing to provide you with service, since providers are not paid for No-Show rides. Failure to cancel unneeded rides may limit available transportation resources making transportation difficult for all our clients.

If you repeatedly No-Show, MTP may also impose special conditions and reasonable restrictions on your future rides, including but not limited to: limiting the number of rides you can schedule at a time, limiting you to a

specific provider, and requiring confirmation calls prior to each ride.

Service Hours

Medical Transportation services, if available may be provided 24 hours a day, 365 days a year. However, it may be difficult to arrange transportation after normal business hours or on weekends or holidays, so please be sure to call as far in advance as possible to schedule your rides.

The MTP call center is open Monday–Friday, except New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. To schedule a ride, please call:

Phone: 503-962-8700

Toll Free: 1-800-889-8726

Oregon Relay Service (TTY): 7-1-1

Fax: 503-962-8718





Types of Transportation

Medical Transportation is scheduled with the most appropriate and cost-effective type of service that meets your needs. Based on your situation, this could be:

- Bus (tickets/pass)
- Wheelchair van
- Sedan
- Secure transport
- Stretcher car

MTP is a shared ride program so other passengers may be picked up and/or dropped off along the way. When possible, you may also be asked to schedule multiple appointments on the same day to avoid repeated trips.

Service Description

When authorized by MTP, transportation providers may come to the door of your home or the main entrance of the medical facility to let you know that your ride is ready. They may assist you into or out of the vehicle.

Transportation providers may also assist you into the main entrance or lobby of medical facilities, but they will not assist you into medical rooms or other areas of the building. If you require further assistance, you will need to provide your own personal care attendant (please see Personal Care Attendant section).

Transportation providers are not allowed to enter your room, except for hospital discharges or stretcher car transports.

Transportation providers are not allowed to help you get ready for transport (feeding, dressing, etc.)

Transportation providers do not transfer you between bed and wheelchair, wheelchair and vehicle, etc.

Transportation providers will assist you up and down curbs, if requested.

Not all transportation providers are able to help you up and down stairs if you are a wheelchair user. If you use a wheelchair, please be sure to inform MTP of any steps you may have to go up or down in order to ensure that you are scheduled with an appropriate provider.

Transportation providers may not request or receive fares or tips.



Personal Care Attendant

A personal care attendant must accompany you if you are unable to travel by yourself to your appointments. You, your guardian or your caregiver is responsible for providing a personal care attendant when needed.

One personal care attendant can travel with you at no cost. Additional riders may have to pay a fare or a shared-ride cost. MTP only provides transportation and is not responsible for wages, meals or other costs associated with your personal care attendant.

Children

Children under age 12 must have one adult attendant with them at all times. The attendant may be the child's parent or legal guardian, an adult relative, an adult expressly identified in writing by the parent or legal guardian as an attendant, or a Department of Human Services employee or volunteer.

The adult attendant can ride with the child at no cost.

Children age 12 and over do not require an adult attendant for transportation. However, one adult attendant may still travel with children under age 18 at no cost. Remember, most medical procedures for children under age 18 require adult consent and supervision.

Car seats or booster seats are required by Oregon state law. The adult attendant must provide and install car seats or booster seats. Transportation providers do not provide or help install or remove car seats.

Children will not be transported without a car seat or booster seat.



Car seats may not be left with a transportation provider during a child's appointment because the same provider may not provide the child's return ride.

Up to three children under age 6 may accompany a fare-paying passenger on the fixed-route bus at no cost.



Wheelchair/ Mobility Aids

If you use a wheelchair, transportation providers will assist you up and down curbs only if you ask.

If you use a non-standard or oversized wheelchair, you must inform MTP so that an appropriate vehicle can be sent. An oversized

wheelchair is larger than 30 inches wide, 48 inches long and/or weighs more than 600 pounds when occupied.

Three-wheeled scooters are difficult to secure once in the vehicle. If you use a scooter, you may be asked 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, need to be safely stowed in the vehicle once you are seated. The transportation provider will help secure your equipment if necessary.

Portable oxygen tanks must be in a carrier that secures the tank while being transported.

Service animals trained to assist people with disabilities are permitted in all MTP contracted vehicles. MTP must be notified in advance if you will bring a service animal on the ride.

Safety Belts

You and all other passengers are required to wear seat belts in compliance with Oregon state law. If you or anyone traveling with you needs a seat belt extender, you must notify MTP at the time you schedule your ride.

Children are required to use car seats or booster seats in accordance with Oregon state law. The adult attendant must provide and install the car or booster seat. Children will not be transported without a car or booster seat.

Clients using wheelchairs must use the lap and shoulder belt.

A certificate of exemption to the safety belt law can be requested from the Oregon Department of Transportation Safety Division. Written verification from a physician stating the medical reason the individual is unable to use a safety belt is required for consideration of an exemption. Passengers must carry the exemption card with them and show the card to the driver.

Client Confidentiality

MTP employees, transportation providers and drivers are prohibited from discussing or sharing OHP+/Medicaid client information, except for normal business purposes.

Client Feedback

MTP and its transportation providers want to provide safe, successful service. Our goal is to provide:

- Courteous, professional ride-scheduling services
- Safe, on-time transportation
- Skilled, trained vehicle operators
- Door-to-door mobility assistance as needed
- Prompt and accurate responses to questions and concerns
- Clean vehicles



MTP welcomes feedback about how our staff and transportation providers are doing. We research all reports of problems with our services and contact our providers to resolve any issues.

Compliments are also welcome. Let us know what we're doing right!

Compliments, complaints and recommendations can be made by calling MTP at:

Phone: 503-962-8700
Toll Free: 1-800-889-8726
Oregon Relay Service (TTY): 7-1-1
Fax: 503-962-8718

Please attempt to resolve any transportation concerns directly with MTP. If MTP is unable to resolve your concerns, you may contact the Oregon Health Authority Client Services Unit in Salem at 1-800-273-0557.

TRIMET

110914 • 10/11 • 5M

Printed on recycled paper.