



eoocco
EASTERN OREGON
COORDINATED CARE
ORGANIZATION



For Our
Eastern
Oregon
Coordinated
Care
Organization
(EOCCO)
Members

Oregon Health
Plan /
Medicaid
Members

1-877-875-4657

Non Emergent Medical Transportation

Free Ride Guide

Revised September 2020

This free ride guide is available electronically or in paper copy within five business days of request at no charge.

If you would like a paper copy of this Free Ride Guide, please contact EOCCO at:

Phone: 503-765-3521

TTY: 711 Fax: 503-948-5577

**Address: Moda Tower, 601 SW 2nd Avenue
Portland, Oregon 97024**

If you would like free written translation, sign and oral interpretation, an alternate format or auxiliary aids to understand the information provided. Please call EOCCO at: Phone: 503-765-3521 (TTY: 711)

All free sign and oral Interpreters are OHA-approved, qualified and certified

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call toll-free 1-888-788-9821 (TTY: 711).

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-788-9821 (TTY: 711).

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-788-9821 (TTY: 711).

繁體中文 (Chinese): 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-788-9821 (TTY: 711).

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-788-9821 (TTY: 711).

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-788-9821 (TTY: 711).

Українська (Ukrainian): УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-888-788-9821 (TTY: 711).

日本語 (**Japanese**): 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます 1-888-788-9821 (TTY: 711). まで、お電話にてご連絡ください

مقرب لصتا. ناجملا ب كل رفاوتت ةيوغلا ةدعاسملا تامدخ (**Arabic**): ةبيرعلا ه (TTY: 117): 1289-887-(888) نإف، ةغلا ركذا ثدحتت تنك اذا: ةظوحلم مصلا مكبلاو

ภาษาไทย (**Thai**): เรยี น: ถา้ คณ พุดภาษาไทยคณ สามารถไชบ้ รกิ ารชว่ ยเหลอี ทางภาษาไดฟ้ รื โทร 1-888-788-9821 (TTY: 711).

Română (Romanian): ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-888-788-9821 (TTY: 711).

ខម្ព ែរ (**Cambodian**): បុ យតី នុ ៖ បើសនិ ជាអនុ កនយិ ាយ ភាសាខម្ព ែរ, សេវាជនំ យុ ជនុ ែកភាសា ដោយមនិ គតិ លនុ ល្អ គអី ាចមានសរំ ាប់ រំើអនុ ក។ ចរូ ទរូសពំ ទុ 1-888-788-9821 (TTY: 711).។

Cushite: XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-888-788-9821 (TTY: 711).

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-788-9821 (TTY: 711).

امش يارب ناگيار تروصب ي نابز تاليهست ،دينک يم وگتفگ (**Farsi**): فارسی يسراف نابز هب رگا :هجوت 1-888-788-9821 (TTY: 711).

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez 1-888-788-9821 (TTY: 711).

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Introduction

Eastern Oregon Coordinated Care Organization along with Oregon Health Plan (OHP Medicaid) helps members get free rides to their medical, dental and mental health appointments. The program that arranges this transportation for our members is called Non-Emergent Medical Transportation (NEMT).

For more information, refer to your Member Handbook on the Greater Oregon Behavioral Health (GOBHI) and EOCCO websites:

GOBHI – <http://www.gobhi.org/>

EOCCO - <https://www.eocco.com/members>

Program Overview

Oregon Health Plan (OHP) offers members free rides to medical appointments. You can get a ride:

- 24 hours a day
- 7 days a week
- 365 days a year

Rides or repayments are available as Covered Services under the Oregon Health Plan and EOCCO (Eastern Oregon Coordinated Care Organization). Services can include medical, behavioral health and dental appointments.

NEMT will check to see if you are eligible for free rides. We will confirm this through the Oregon Health Authority (OHA) database when you call to book a ride.

The NEMT program provides free rides to EOCCO members in the following counties:

- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Baker | <input type="checkbox"/> Union |
| <input type="checkbox"/> Lake | <input type="checkbox"/> Hood River |
| <input type="checkbox"/> Gilliam | <input type="checkbox"/> Wallowa |
| <input type="checkbox"/> Sherman | <input type="checkbox"/> Malheur |
| <input type="checkbox"/> Grant | <input type="checkbox"/> Wasco |
| <input type="checkbox"/> Umatilla | <input type="checkbox"/> Morrow |
| <input type="checkbox"/> Harney | <input type="checkbox"/> Wheeler |

The NEMT program has local numbers in most EOCCO communities. A toll free number is available for areas where there is not a local number. Language interpreter services are available at no cost to you.

Brokerage	1-877-875-4657
Toll Free	
Baker City	541-249-5230
Bend	541-948-8352
Burns	541-288-9163
Enterprise	541-263-7636
Hermiston	541-303-8103 541-303-8104 541-303-8110
Hood River	541-716-4460
John Day	541-620-5075
La Grande	541-624-3082

Ontario	541-216-4556
Pendleton	541-304-3208
The Dalles	541-298-1045
Umatilla	541-275-8207
Union	541-562-7888
Walla Walla	509-524-9058
Toll Free FAX	855-541-1517
TTY/TDD relay	7-1-1

Contact Information and Service Hours

NEMT Brokerage Hours of Operation

1-877-875-4657

Monday - Friday

8:00am – 5:00pm Pacific Time

9:00am – 6:00pm Mountain Time

Rides are available 24 hours a day, 7 days a week, 365 days a year

EOCCO & GOBHI provides NEMT services to you in the area that you live.

Your NEMT provider may be closed on the following holidays:

- New Year's Day – January 1st
- Memorial Day – Last Monday in May
- Independence Day – July 4th
- Labor Day – First Monday in September
- Thanksgiving Day – Fourth Thursday in November
- Christmas Day – December 25th

Your Rights

You have the right to:

- Receive free rides to the closest provider that is able to meet your needs for medical, dental or behavioral health services
- Request interpreter services when talking to a customer service

- representative
- Request any materials from your NEMT provider in a language or format that meets your needs
- Share concerns, complaints, and file a grievance with your NEMT provider, GOBHI, or EOCCO

Your Responsibilities

As a passenger, we expect that you:

- Treat drivers and other passengers with respect at all times
- Inform NEMT of any medical symptoms that may be contagious
- Call NEMT as early as possible to schedule, change, or cancel a ride
- Use seatbelt(s) and other safety equipment as required by law (example: car seats)

Your Privacy

NEMT providers comply with HIPAA. Information you provide will be kept private. We only tell drivers enough to provide your ride.

NEMT will only tell drivers the information that is necessary to provide your ride for you.

Medical information is only provided to drivers when needed. Drivers will not share any of your information outside of the ride except with your NEMT Provider, EOCCO, the Oregon Health Authority, or the Oregon Department of Human Services, as required or requested.

What to Expect from Your Driver

You can expect your driver to:

- Hold your safety as their highest priority
- Be friendly, courteous and professional
- Treat you with respect and dignity
- Drive safely and follow all laws and regulations
- Use a hands-free device for phones and tablets
- Tell you when they arrive by calling, knocking on your door, or by coming into the lobby of the facility
- Have completed all State required training (such as CPR, First Aid, and Defensive Driving)

If requested, drivers can:

- Help you walk up or down one or two steps

- Provide you with curb-to-curb or door-to-door service
- Help you into the lobby of the health care facility - Drivers cannot help you beyond that point

If you need help with the above, please let us know when you schedule your ride.

Drivers cannot:

- Enter your home or room
- Help you get ready for transport (dressing, shoes, jacket)
- Transfer you between bed and wheelchair, or wheelchair and van
- Help you with any personal needs during your ride
- Ask for or accept fares or tips
- Solicit or sell any other products or services
- Make any stops, pick up food or help run errands
- Change the arranged pick up time of rides without prior documented permission from EOCCO or GOBHI

If you need these supports or any others, you will need to provide your own caregiver to help you

If you will need help at your appointment, such as help to eat or go to the bathroom, you will need to bring a caregiver to help you.

Who Can Get Free Rides

You can get free rides from your NEMT provider if:

- You are covered by EOCCO through the Oregon Health Plan (Medicaid) in Eastern Oregon
- You are traveling to a covered health care appointment or other health care service, such as Health-Related Services.
- You have Medicaid and Medicare insurance. The ride can be provided to Medicaid or Medicare appointments
- You need help getting there
- Rides are provided free of charge to the closest provider that is able to meet your needs for medical, dental or behavioral health services
- Your eligibility can be verified by EOCCO

Approval of Free Rides

If you meet the requirements for a free ride, the NEMT provider will:

- Verify that you are covered on the Oregon Health Plan through EOCCO
- Determine the best type of ride for your needs
- Determine the best level of services for your needs

- Enter the information in our system for tracking
- Make a decision to approve or deny the ride within 24 hours of receiving the request. A decision can be made before 24 hours, as needed to make sure you arrive on time for your appointment
- You will never receive a bill or be requested to pay any money (NEMT – OAR 410-141-3920 (3))

When Calling for a Ride

We will need some information from you to help schedule your ride. Please have this information available before calling NEMT

Needed information to schedule a ride:
Full name
Full street address
Phone number or contact number
Doctor /Clinic name
Doctor /Clinic street address
Doctor /Clinic phone number
Date of appointment
Time of appointment
Pick-up time after appointment
Reason for appointment

We will also have a few questions. This helps us identify the supports needed for your trip:

- Do you use a walker, cane or wheelchair?
- Are there any specific needs you will have for this ride?
- Is a helper coming with you? If so, what kind of support do they provide?
- What is the best way and time of day to contact you?
- We will schedule the ride and confirm the details with you

- ✓ The name of the Transport Provider
- ✓ Telephone number of Transport Provider
- ✓ The schedule time of Pick up
- ✓ The address of pick up
- ✓ Time you should be ready
- ✓ What type of vehicle

What We Need to Know

- If you will have a helper with you
- Parents or guardians must provide an attendant to ride with members age 12 and under.
- Parents and guardians must provide an attendant to ride with members with special physical or developmental needs no matter their age.
- If you have a mobility aid (wheelchair, walker, or cane)
 - If you have a wheelchair s it more than 30 inches wide
 - Is it more than 48 inches long
 - Is it more than 600 pounds when occupied
- If you have a scooter
- If you have a portable oxygen tank
- If you have a service animal
- If you need any other special equipment
- If you have a health issue that changes your needs
- If you need a secured ride
- The best way to reach you (email, phone, fax) to confirm rides and tell you about changes to your schedule

Your needs will be saved in your member file with NEMT. This is to make sure you get the best ride for your needs.

- We provide rides based on specific needs of the member. EOCCO may approve exceptions to this rule in some cases
- You will need a note from your doctor if you need to travel 75 miles or more beyond the Oregon border for services

Special Conditions

When you schedule a ride, you might have a special condition that we should know about to make changes to your ride.

- **If you have a behavioral health disability or physical health needs**
- **Discuss the reason to make changes to your ride with us.**
- **We can explore options to meet your needs**
- **We want to plan for health and safety concerns.**

We may discuss these changes with your care team or your care coordinator or CCO. You can also tell us any other person you want us to talk to.

Once the changes are in place, we will notify you and anyone involved in the changes in writing.

Types of Rides

Your NEMT provider schedules the best ride to meet your needs by asking you questions when you schedule your ride.

Rides are provided in a way to keep you and the drivers safe. Your answers will help determine which type of ride will fit you best.

Here are some service providers you may encounter:

- Rural Public Transportation services
- Private Non-Profit transportation services
- Public transportation that might be a shared ride
- For Profit transportation services
- Volunteer Drivers\

Vehicle types can include

- Help with the cost for you (or someone else) to drive to your appointment
- Wheelchair van
- Stretcher van
- Bus/Shuttle pass
- Car, SUV, Van
- Ambulance
- Other types, as necessary

There may be unforeseen schedule changes. Heavy traffic may result in driver running more than 20 minutes late. We will do our best to re-assign the ride or trip as quickly as possible.

Safety Belts/Seat Belts

Riders must follow all state and federal laws regarding safety belt use. This means all riders must wear seat belts at all times while the vehicle is moving.

Riders using wheelchairs must use the lap and shoulder belt. If you refuse to wear the safety belt, your driver may decline to provide the ride.

If you need a safety belt extension, let us know when scheduling your ride.

Seat belt exemption cards must be shown to the driver before every ride.

Personal Care Attendant

An attendant needs to travel with you if you cannot travel by yourself. The program does not supply attendants. There is no charge for bringing an attendant.

OAR 410-141-3935

Children

There is no charge for an adult attendant.

- An adult attendant must be with children age 12 and under. An attendant may be the member's mother, father, stepmother, stepfather, grandparent, or guardian. The attendant may also be any adult 18 years or older authorized by the member's parent or guardian.
- The child's parent or legal guardian must approve in writing the child's adult attendant.
- Children 12 and older may have an attendant travel with them for free.
- Drivers do not install car seats or booster seats. The child's attendant is responsible for this.

Service Animals

- Service animals are allowed on rides.
- Let us know ahead of time if you plan to bring a service animal.

Travel Costs

If you have use of a car, you can receive help with the travel costs. Funds can be paid to you, a caregiver, family member, or friend for travel costs.

Please call before your scheduled appointment for details on how to get mileage cost help.

The program can help with mileage, meals, and lodging costs if a travel day is long or you have to stay in lodging away from home. **You must ask for this ahead of time.**

Please keep all receipts, as we will need them to repay you. You will need to fill out a repayments form and have the staff at the medical clinic you visit sign it.

- You have up to 45 days to give us the form and receipt
- We will review your form and receipt
- We will send you a check within 30 days once approved
- We will contact you if your request needs more information

The current payment rates are:

- \$0.25 cents per mile
- Up to \$12.00 a day for meals
- \$40.00 per night for lodging

Cancelations

No shows and canceled rides can result in providers refusing to take your trip:

- If you cancel your trip(s) frequently
- If you cancel at the door when the driver arrives
- If you are not home to take the ride OAR 410-141-3955

Bad Weather

We will stay open during bad weather conditions as long as it is safe to do so.

Some rides may need to be canceled due to bad weather, dangerous or closed roads. We will continue to provide rides for critical care needs.

Infection / Disease

In times of health risk, infection or disease we may ask you more questions about your health. We may require riders to wear safety gear (gloves, mask, etc.) during transport. If asked, this equipment will be required.

If a member has a health issue that could affect the driver or others their ride may be changed. We will let you know if this is the case. OAR 410-141-3955

Grievance and Concerns

EOCCO and the free ride program want to give you the best customer service. For more info about grievance and appeals, see the Member Handbook. You may request a new copy if you need one.

Our focus is on safety and quality service.

- Filing a complaint will not affect your services
- Your complaint is confidential
- Language help is available to assist you at no cost.
- If you need help with a complaint, appeal, or hearing, EOCCO can help
- You can file a complaint or grievance orally or in writing
- EOCCO or GOBHI NEMT may not stop you from submitting a grievance you have already submitted. You may also submit the same grievance to both EOCCO and GOBHI NEMT.

To file a complaint call EOCCO Member Services at 1-800-493-0040 or TTY 711, or send us a letter to either address below.

Member Services

Hours: Monday-Friday, 8 am to 5 pm Pacific Time
401 East 3rd Street, Suite 101
The Dalles, OR 97058

EOCCO

Member Services
Unit 601 SW Second Ave.
Portland, OR 97204
Fax: 503-412-4003

- We will attempt to solve or correct the issue within 5 work days.
- If we cannot solve it in 5 workdays, we will send you a letter to explain why
- We will not tell anyone about your complaint unless you ask us to

Denial of Rides

We may deny a request for a ride based on program rules. If we do, you will receive denial information over the phone. A letter will be sent to you within 72 hours of the denial. It will explain the rules and the reason for the denial.

All denials will be reviewed by a manager.

Including, without limitation:

- Denial of services full or in part

- Driver or vehicle safety
- Quality of services
- Appropriateness of services
- Access to services

Appeals

If you receive a denial notice, you have the right to appeal. You must ask for an appeal within 60 days from the date on the letter.

Ask for an appeal by:

1. Call EOCCO Customer Service for help.
Phone: 1-888-788-9821 or TTY 711.
Hours: Monday-Friday 7:30 am-5:30 pm Pacific Time
2. Write a letter or
Fill out an Appeal and Hearing Request, OHP Form 3302

Mail your appeal letter or completed appeal form to:

EOCCO
Attention: Appeal Unit
601 SW Second Avenue
Portland, OR 97204

Hearings

If the appeal is denied, you can request a hearing with the State of Oregon.

Contact the State of Oregon at:

Client Services Unit
PO Box 14015
Salem, OR 97309
Telephone: 800-273-0557
FAX: 503-378-5628

or:

OHA Ombudsperson

500 Summer St NE
Salem, Oregon 97310-1097
Telephone 877-642-0450 or TTY 711
Office Hours: Monday-Friday, 8 am to 5 pm Pacific Time

If you are denied a service based on the program rules in this guide and according to Oregon Health Plan rules, you will receive a verbal denial. You will also receive a letter that gives you the rule and reason for the denial.

The denial letter will tell you how to make an appeal.

EOCCO
Attention: Appeal Unit
601 SW Second Avenue
Portland, OR 97204

Frequently Asked Questions

When do I call for a ride?

- It is best to book a ride ahead of time.
- Call us two or more working days before your appointment.
- You can schedule a ride up to 90 days in advance.
- Repeat appointments (dialysis, therapy) can be set up six months at a time

What if I need a same day ride?

- For short notice same day rides, call right away.
- For immediate ride need, call right away
- We will make every effort to get you a ride

How do I schedule a ride?

- Call the Free Ride Program 1-877-875-4657

How do I cancel a ride request?

- Call the Free Ride Program and speak with a Call Taker.
- The earlier you tell the program of a canceled ride, the better

What if I need ambulance transportation?

- If you have an **emergency, call 9-1-1**. We do not offer emergent rides.
- Ambulance rides can be arranged. Secure transport can also be arranged (as per OAR 410-141-3940)

When should I be ready for my trip?

- There is a 30-minute scheduled window to pick you up. It may be 15 minutes before or after your pick-up time.
-
- Drivers will make their presence known once they arrive
- You do not need to board the vehicle before your pick up time
- Scheduled pick up times allow for enough travel time to get you there on time
- You will not have to wait more than 15 minutes for pickup
- You will be dropped off no less than 15 minutes before your appointment time.
- No drop off more than 15 minutes before a building opens or closes
- All appointments have pre-arranged times for pick up
- If an appointment goes long or did not have an end pick up you can call and be picked up within the hour
- If you are more than 15 minutes late at pick up, the driver must call dispatch

Contact Information and Service Hours

NEMT Brokerage Hours of Operation

1-877-875-4657

Monday - Friday

8:00am – 5:00pm Pacific Time

9:00am – 6:00pm Mountain Time

Rides are available 24 hours a day, 7 days a week, 365 days a year

OHP and EOCCO Member Rights & Responsibilities

What you can expect from EOCCO:

All drivers will complete screening and background checks. They will receive safety trainings before they can drive.

You can expect the vehicle:

- To be clean and free of debris
- To be serviced and inspected annually
- To have a first aid kit
- To have a fire extinguisher
- To have working seatbelts
- To have a hands-free mobile phone or tablet

a) Treatment

- To be treated with dignity and respect
- To get services and supports that fit your culture and language needs
- To ask for services as close to your home as possible
- To have a helper ride with you or an interpreter if you need
- To notice of transfer, unless the reason could pose a threat to health and safety
- To receive medication specific to your clinical needs
- To be free from abuse or neglect and the right to report any incident.
- To be free from any form of restraint or seclusion used as means of coercion, discipline, convenience, or retaliation, CFR 438.100

b) Getting Care

- To get mental health or help with addiction without a referral
- To help choose a mental health provider or to change providers as needed.
- To get covered preventative services
- To receive information about your illness
- To a referral for a specialist if needed
- To a second opinion if needed
- To have access to Peer Delivered Services
- To get care when you need it, any time of day or night, including weekends and holidays
- To receive written notice of denied transport/service
- To get information about your condition and EOCCO covered and non-covered treatment options to allow an informed decision about proposed treatment(s)
- To discuss your treatment options and alternatives regardless of cost or coverage
- To be told about your options for care and to make the decision
- To help make decisions with your provider about your health care. This includes refusing treatment, except for court ordered services, and be told the consequences of that decision
- To work together with your provider in pursuing your goals for recovery
- To make a declaration for mental health treatment
- To write down your treatment wishes

c) Exercising Rights

- To exercise all rights set forth in ORS 109.610 through 109.697 if the individual is a child, as defined by these rules
- To exercise all rights set forth in ORS 426.385 if the individual is committed to

the OHA

- To exercise all rights described here without any form of reprisal or punishment.

Your Responsibilities

a) Treatment

- To choose or help EOCCO assign a mental health provider that you can work with and tell them all about your health
- To treat your providers and their staff with respect
- To get annual check-ups, wellness visits and other services to prevent illness and keep you healthy
- To get mental health services from your assigned provider except in an emergency
- To get a referral before seeking care from a specialist unless self-referral is possible
- To be on time for appointments and to call in advance if you expect to be late or unable to keep the appointment
- To use urgent and emergency services when needed and to tell your provider of any mental health emergency within 3 days
- To ask questions about conditions, treatments and other issues related to your care that you do not understand
- To use information to make decisions about treatment before it is given
- To help your provider come up with a treatment plan and goals you can follow
- To work together with your provider and follow plans, instructions for care and goals for recovery

b) Records

- To give accurate information for the clinical record
- To help your provider get your clinical records from other providers which may include signing an authorization for release of information

c) Payment

- To bring your medical ID cards to appointments, tell the receptionist that you have OHP and any other health insurance, and tell them if you were hurt in an accident
- To pay for services not covered under your OHP benefit package if you sign an 'Agreement to Pay' form before you get the service
- To pay the monthly Medicare premium on time if required

- To assist EOCCO, OHA, and DHS in pursuing any third party resources available and to reimburse EOCCO and/or DHS the amount of benefits paid for an injury from any recovery received from that injury

d) Communication and Complaints

- To call OHP Central at 800-699-9075 when you move, have a new phone number, are pregnant or no longer pregnant, or when family members move in or out of the household;
- To report any other insurance or changes to your insurance at www.ReportTPL.org; and
- To bring an issue, complaint, or grievance to the attention of EOCCO and/or OHA

EOCCO Responsibilities

All drivers will complete the required screenings and background checks and safety training before transport. Vehicle requirements include being clean, well maintained and inspected annually.

EOCCO Non-discrimination Notice

- Network providers must treat you fairly
- We and our providers must follow state and federal civil rights laws
- We cannot and will not treat people unfairly because of a person’s: age, color, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation
- Everyone has a right to know about EOCCO’s programs and services
- All members have a right to use our programs and services
- We give free help when you need it
- We offer sign language interpreters, spoken language interpreters for other languages. Along with written materials in other languages, braille, large print, audio and other formats

If you need any of the services listed above, contact 888-788-9821 (TDD/TTY 711)

If you feel that EOCCO has not treated you fairly you can file a complaint. You can call, write, or fax a complaint to: :

EOCCO

ATTN: Appeal Unit

601 SW Second Ave.

Portland, OR 97204

Fax: 503-412-4003

Telephone: 1-88--788-9821

TDD/TTY: 711

If you need help making a complaint, call:

EOCCO Customer Service 888-788-9821 (TDD/TTY 711)

If you do not want to file a complaint with EOCCO, you can also make a complaint in other ways.

You can call or write to:

Oregon Health Authority Ombudsman

500 Summer St NE, E17

Salem, OR 97310-1097

Telephone: 1-503-947-2346 or 1-877-642-0450

TDD/TTY: 771

Or you can make a complaint to the Oregon Health Plan at any time to:

Oregon Health Plan (OHP)

Client Services Unit (CSU)

Telephone: 1-800-273-0557

TDD/TTY: 771

Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. PST

Contact that office one of these ways:

To report your concern or get more information please contact our Civil Rights Manager one of these ways:

- [Complaint Form: https://www.eocco.com/members/your-resources/-/media/EOCCO/PDFs/complaint_form.pdf](https://www.eocco.com/members/your-resources/-/media/EOCCO/PDFs/complaint_form.pdf)
- Email: compliance@modahealth.com
- Phone: 855-232-9111, TTY: 711
- Mail: Attention Tom Bikales

VP Legal Affairs
601 SW Second Ave.
Portland, OR 97204

You also have a right to file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR).

Oregon Health Authority (OHA) Civil Rights
Web: www.oregon.gov/OHA/OEI | Email: OHA.PublicCivilRights@state.or.us
Phone: (844) 882-7889, 711 TTY
Mail: Office of Equity and Inclusion Division, 421 SW Oak St., Suite 750,
Portland, OR 97204

Bureau of Labor and Industries Civil Rights Division
Phone: (971) 673-0764
Email: crdemail@boli.state.or.us
Mail: Bureau of Labor and Industries Civil Rights Division, 800 NE Oregon St.,
Suite 1045, Portland, OR 97232

U.S. Department of Health and Human Services Office for Civil Rights (OCR)
Web: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
Phone: (800) 368-1019, (800) 537-7697 (TDD)
Email: OCRComplaint@hhs.gov
Mail: Office for Civil Rights, 200 Independence Ave. SW, Room 509F, HHH Bldg.,
Washington, DC 20201

Eastern Oregon Coordinated Care Organization must follow state and federal rights laws. We cannot treat people unfairly in any of our services or programs because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex or sexual orientation.

ATENCIÓN: Si habla español, hay disponibles servicios de ayuda con el idioma sin costo alguno para usted. Llame al 1-888-788-9821 (TTY: 711).

注意：如果您說中文，可得到免費語言幫助服務。請致電 1-888-788-9821 (聾啞人專用：711)

OHP-EO-16-027