



Free Ride Program

You can get this document in another language, large print, or another way that's best for you. Call 1-888-788-9821, TTY 711.

Usted puede recibir este documento en otro idioma, impreso en letra más grande o de cualquier otra manera que sea mejor para usted. Llame al número gratuito 1-888-788-9821. Los usuarios del servicio TTY pueden llamar al 711.

Program Overview

Oregon Health Plan (OHP) offers members free rides to appointments.

Rides are available to Covered Services under the Oregon Health Plan. Services may be medical, behavioral health and dental. You must NOT have other ways to get to these services.

How to Reach Us

Call our Toll Free Number: 1-877-875-4657

The program has local numbers in most EOCCO communities. You can see a list of local numbers at eooco.com. Language interpreter services are available at no cost to you.

Information needed to schedule a ride:

- Full name
- Full street address
- Phone number or contact number
- Physician/Clinic name
- Physician/Clinic street address
- Physician/Clinic phone number
- Date of appointment
- Time of appointment
- Pick-up time after appointment
- Reason for appointment
- Any special needs, such as using a wheelchair

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Eligibility

The program will check to see if you are eligible for free rides.

Scheduling Rides

To schedule a ride, call the free ride program during their regular business hours. They are open Monday - Friday, 8am – 5pm Pacific Time. The program is closed on major holidays.

Frequently Asked Questions

Q: When do I call for a ride?

A: If you ask ahead of time, it is easier to find you a ride. Calling us from 2 working days to 2 months is helpful. But you can schedule a ride up to 90 days in advance. If you have repeat appointments, such as therapy or dialysis, you can set up rides for 6 months at a time.

Q: What if I need a same day ride?

A: For short notice same day rides, or if there is an immediate need to get to an appointment, call the program. They will try to find you a ride.

Q: How do I cancel a ride request?

A: Call the Free Ride Program. The earlier you tell the program, the better.

Q: What if I need ambulance transportation?

A: If you have an emergency, call 911. The program does not arrange for emergency transportation. However, they can get you an ambulance if you need one for a non-emergency ride.

Privacy

The program complies with HIPAA standards. We will not discuss the reason for your appointment so that others can hear.

When to be ready

Drivers have a 40-minute time window to pick you up. They may arrive 20 minutes before to 20 minutes after your scheduled pick-up time.

Hours of Service

If you need a ride outside normal working days and hours, call as soon as possible. Free rides are available any time of day or night, every day of the year.

Travel Costs

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. We will need your motel receipt. To be paid back, you will need to fill out a reimbursement form and have the staff at the clinic you visit sign it.

You have up to 45 days to give us the form and receipt.

The program will review your form and receipt. We will send you a check within 30 days once your form is approved.

The program will contact you if your request needs more information.

The current payment rates are:

- 25 cents per mile
- up to \$12.00 a day for meals
- \$40.00 a night for lodging

Service Description

Service is door to door. Drivers can assist you to the clinic lobby, but not into exam rooms. They will not enter your home or personal living space, nor will they assist with dressing or other tasks.

For full program information see the 2020 EOCCO Free Ride Program guide, or go to eooco.com.