



Community Health Plan

Guide to Medical Rides

Lane, Linn, Douglas Counties: 1-541-485-2155, TTY 711

Washington, Multnomah, Clackamas Counties: 1-877-600-5472, TTY 711

Fax: 866-703-0958

Complaint Hotline: 1-877-367-1332

Springfield: 555 International Way Building B, Springfield, OR 97477

Tigard: 13221 SW 68th Pkwy #200, Tigard, OR 97223

Business hours for both locations: Monday-Friday, 8 am – 5 pm

Trillium Community Health Plan

P.O. Box 11740, Eugene, OR 97440-3940

www.TrilliumOHP.com

You, your representative, family members, and caregivers can ask for this guide in alternate formats for free:

- written translations
- oral interpretation
- using auxiliary aides and services
- large print
- certified and qualified spoken and sign language interpreters
- other languages
- mailed to you
- electronically sent with your approval

You will receive the guide within five business days after you ask for it. Please call our department Toll Free at 1-877-600-5472 (TTY/Oregon Relay 711).

You can get a digital copy of this guide on our website:

<https://www.trilliumohp.com/content/dam/centene/trillium/medicaid/pdfs/MCA-Medical-Ride-Guide.pdf>

You can get this guide in any manner that takes into consideration any special needs of our members or potential members with disabilities or limited English proficiency (LEP) free of charge.

You can get this letter in another language, large print, or another way that is best for you. You can also have a language interpreter. This help is free. Call 1-844-867-1156 (TTY/TDD 711).

Puede recibir esta carta en otro idioma, en letra grande o en el formato que sea mejor para usted. También puede tener un intérprete de idiomas. Esta ayuda es gratuita. Llame al 1-844-867-1156 (TTY/TDD 711).

English:

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-877-600-5472; TTY: 1-877-600-5473.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-600-5472; TTY: 1-877-600-5473.

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-600-5472; TTY: 1-877-600-5473.

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 1-877-600-5472; TTY: 1-877-600-5473.

Arabic:

تنبيه: إذا كنت تتحدث اللغة العربية فإن خدمات المساعدة اللغوية متاحة لك مجاناً.
اتصل بـ على رقم 1-877-600-5472، رقم هاتف الصم والبكم: 1-877-600-5473.

Somali:

OGAYSIIN: Haddii aanad ku hadal Ingiriisi, luqadda adeegyada kaalmada, bilaash ah, ayaa adiga lagu heli karaa. Soo wac 1-877-600-5472; TTY: 1-877-600-5473.

Chinese Simplified:

敬请注意：如果您不会说英文，您可以致电如下号码，获得免费的语言援助服务：1-877-600-5472；TTY：1-877-600-5473。

Chinese Traditional:

請注意：如果您不講英文，您可以致電以下號碼以獲得免費的語言支援服務: 1-877-600-5472；TTY：1-877-600-5473。

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-600-5472; TTY: 1-877-600-5473.

Hmong:

សម្គាល់៖ប្រសិនបើអ្នកមិននិយាយភាសាអង់គ្លេសទេសេវាជំនួយ
ផ្នែកភាសាមានផ្តល់ជូនអ្នកដោយមិនគិតថ្លៃ។

សូមទូរស័ព្ទទៅលេខ 1-877-600-5472; TTY: 1-877-600-5473
។

Marshallese:

KŌJJELĀ: Elaññe kwōjab jelā Kajin Pälle, ewōr riukok ñan
jibañ eok l'm ejjelok wonen. Kūrluk 1-877-600-5472; TTY:
1-877-600-5473.

Chuukese:

ASINEI NGENI KEMI: Ika pwe kose kan kapas fosun
Merika, angangen aninisin fosun fonu kena, ese wor
momon, ra kawor ngonuk. Kori 1-877-600-5472; TTY: 1-
877-600-5473.

Tagalog:

ATENSIYON: Kung hindi ka nagsasalita ng Ingles,
magagamit mo ang mga serbisyong tulong sa wika nang
walang bayad. Tumawag sa 1-877-600-5472; TTY: 1-877-
600-5473.

German:

ACHTUNG: Wenn Sie kein Deutsch sprechen, stehen
Ihnen kostenlose telefonische Sprachhilfen zur Verfügung.
Rufen Sie an unter 1-877-600-5472; Fernschreiber: 1-877-
600-5473.

Portuguese:

ATENÇÃO: Caso você não fale inglês, existem serviços de assistência linguística gratuitos. Ligue para 1-877-600-5472; TTY: 1-877-600-5473.

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。1-877-600-5472; TTY: 1-877-600-5473.
まで、電話にてご連絡ください

Українська (Ukrainian)

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером. 1-877-600-5472; TTY: 1-877-600-5473.

Do you think Trillium Community Health Plan (Trillium) has treated you unfairly? Trillium must follow state and federal civil rights laws. It cannot treat people unfairly in any of its programs or activities because of a person's:

- | | | | |
|-------------|------------------|-----------|---------------------|
| •Age | •Gender identity | •Race | •Sexual orientation |
| •Color | •Marital status | •Religion | •Health Status |
| •Disability | •National Origin | •Sex | •Need for services |

You have a right to enter, exit, and use buildings and services. You have the right to get information in a way you understand. Trillium will make reasonable changes to policies, practices, and procedures by talking with you about your needs.

To report concerns, get help filing a complaint or to get more information, please contact Member Services at 541-485-2155; Toll Free: 1-877-600-5472; TTY: 1-877-600-5473, Monday through Friday, 8:00 a.m. to 5:00 p.m. You can leave a message at other times, including weekends and federal holidays. We will return your call the next business day. The call is free.

**If you believe you have been discriminated against, you may also contact:
Levi Welbourne, Senior Manager, Grievance & Appeals
555 International Way, Building B
Springfield, OR 97477**

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Phone: 541-485-2155

Toll-free 1-877-600-5472 (TTY 711)

Email: grievances@trilliumchp.com

Web: www.trilliumohp.com/members/oregon-health-plan/for-members/member-satisfaction.html

You have a right to file a civil rights complaint with these organizations:

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

Oregon Health Authority (OHA) Civil Rights

Web: www.oregon.gov/OHA/EI

Email: OHA.PublicCivilRights@odhsoha.oregon.gov

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

Web: <https://www.oregon.gov/boli/civil-rights/Pages/default.aspx>

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

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Can I get a ride to my doctor?

We can help if you do not have a way to get to your doctor, dentist, or counselor. People on the Oregon Health Plan (OHP or Medicaid) get help paying for rides to medical appointments. You will need to get approval for these medical rides, or non-emergency medical transportation (NEMT), before you go to your appointment. You will not be billed by Trillium or Trillium transportation providers.



Depending on your needs, you could get:

- Help with the costs of driving yourself or being driven by someone else
- Daily or monthly bus passes
- A taxi ride
- A ride in a wheelchair-accessible van
- Other specialized transport

To get a medical ride, you must:

- Be a Trillium OHP member
- Need a ride to a medical appointment covered by the OHP or to a health-related service approved by Trillium. If you have Medicaid and Medicare insurance, you can get a medical ride to OHP-covered visits. You can also get a ride to Medicare-covered visits.

To get approval, call the ride service below that serves your region toll-free.

<p>Lane-Western Douglas-Western Linn Counties</p> <p> Lane Transit District (541) 682-5566 Or (877) 800-9899 (TTY: 711)</p> <p>HOURS OF OPERATION</p> <p>Monday through Friday 8:00 am – 5:00 pm</p> <p>If you need help outside these hours, please leave a message. LTD will call you back the next business day.</p>	<p>Clackamas-Multnomah-Washington Counties</p> <p> MTM (877) 583-1552 (TTY: 711)</p> <p>HOURS OF OPERATION</p> <p>Sunday through Saturday 8:00 am – 5:00 pm</p> <p>24/7 for urgent rides or after leaving the hospital.</p>
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Ride Services

Ride service call centers may be closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Ride services can still help with rides when the centers are closed. You may receive a recording in English and/or Spanish during these times. Please leave a recorded message. The ride service will return your call within one hour.

Ride service centers can help schedule trips to appointments. Trillium has trained our ride services on Oregon rules for medical rides. Our multilingual ride service centers can provide interpretation services for limited English proficiency. Our multilingual ride service centers can also provide interpretation services for hearing and speech impaired members. Trillium requires ride services to make sure drivers are trained on Oregon rules for medical rides.

How do I request help to get to my appointment?

You or your representative can call the ride service for your area. Your representative can be a legal guardian/representative, Community Health Worker (CHW), foster parent, adoptive parent, or stepparent. Your representative can be a medical provider if the provider is a delegated authority.

You can ask for help getting to your healthcare visit up to 90 days before your appointment. If you have more than one appointment or recurring appointments, you can ask for help for all of them at one time.

Ride services are covered 24 hours a day, 365 days a year. Please call your ride service as far in advance as possible. We suggest calling no later than 24 hours before your appointment. If needed, you or your representative can schedule a ride the same day as your appointment.

What do I need to tell the ride service?

Please have this information ready when you call the ride service:

- Your name
- Your address
- Your phone number
- Where you need to be picked up
- Your OHP or Trillium ID number
- Doctor or Facility name
- Doctor or Facility address and phone number
- Referring doctor if appointment is outside of your local area
- Date and time of your appointment
- Time when you need to be picked up after your appointment
 - Schedule your ride home when you call to schedule your ride to your appointment. If you do not know when you will need to be picked up after your appointment, tell the ride service. When you need to be picked up

after your appointment, call the ride service. You will be picked up within one hour.

- What kind of appointment you are going to (primary care doctor, behavioral health, dentist, etc.)
- Pharmacy visits: You can request to stop by a pharmacy after you are picked up from your appointment. Tell the ride service when you request your ride.
- If you have access to a vehicle or someone to drive you
- Your mobility needs (such as a wheelchair, oxygen tank, or cane)
- Information about your mobility devices, such as your wheelchair size
- If you have a service animal
- If you have any special conditions or needs. This can include physical or behavioral health disabilities. This can also include current level of mobility and functional independence
- Any other information that may affect your trip or your travel needs. This includes:
 - If you will have someone with you because you need help travelling on your own
 - If you are 12 years old or younger, you are required to have an adult with you
 - If you have a portable oxygen tank
 - If you need any other special equipment
 - If you have a health condition that changes your needs
 - If you need a secured ride
 - * A special vehicle used when a doctor or peace officer has determined that the member is in danger of harming themselves or others, or needs immediate care, custody or treatment
 - Any other information

The ride service will document your information, so they have it when you request a ride next time. The ride service will use the information you provide to select the most appropriate services for you. The ride service will base the services on your needs, mobility, and functional independence.

The ride service will review the information to:

- Make sure you are a Trillium member and eligible for a ride. Trillium will provide the ride service with eligibility reports. The ride service may contact Trillium to make sure you are eligible.
- Identify if you are eligible with a FBDE Medicare Advantage plan, dual covered Medicaid and Medicare, other special needs plan, or with the Medicare provider directly.
- Identify if you are eligible with the Compact of Free Association (COFA) Dental Program or the Veteran Dental Program and your ride is to a dental service.
- Make sure your ride request is to a Medicaid and Medicare covered appointment.
- Make sure your ride request is to a health related service.

- Make sure your services are in the service area or approved outside the service area.
- Know if you do not have other means to get to the appointment.
- Find the most appropriate type of ride for you based on your needs.

What if I can drive myself, or am traveling out of the area?

If you can drive yourself, you may be able to be paid back for your mileage. If someone you know can drive you, you may be able to be paid back for your mileage.

If your appointment is out of your area, you may be able to get help with meal and lodging costs. You cannot get help with meals if you are admitted to a hospital or other place where you do not have to pay for your food.

Trillium must pay you back for meals or lodging for one attendant to come with you, if medically necessary, if any of the following apply. The attendant can be a parent.

- The member is a minor child and unable to travel without an attendant.
- The member's attending physician provides a signed statement indicating the reason an attendant must travel with the member.
- The member is mentally or physically unable to reach their medical appointment without assistance.
- The member is or would be unable to return home without help after the treatment or service.

Members may be paid back, or reimbursed, for meals or lodging for additional attendants. Members may also be paid back for circumstances determined by the health plan. Out-of-area reimbursements are:

- Out of your local area (in urban areas, 30 miles or 30 minutes; in rural areas, 60 miles or 60 minutes)
- For a minimum of four hours round-trip

To receive reimbursement:

- Call your ride service for your region before your trip to your appointment to request prior approval to pay for mileage, meals, or lodging. You can find regional ride service contact information on page 8.
- You may need forms to take with you to your appointment. The ride service will provide these to you. Your doctor's office must complete and sign the forms.
- Return completed forms to the ride service within 45 days after your appointment. You will not be paid for mileage, meals, or lodging if you submit your forms late.

If your request is approved, how much you will be reimbursed?

- Mileage: You will be paid \$.44 cents per mile for the shortest route to your appointment.
 - If the minor member's parent/guardian transports them, the parent/guardian may not receive reimbursement for mileage.
- Meals: You will be paid
 - Breakfast: \$ 6.50. Your trip must begin before 6:00 a.m.
 - Lunch: \$ 7.50. Your trip must take the entire lunch period, from 11:30 a.m. to 1:30 p.m.
 - Dinner: \$13.00. Your trip must end after 6:30 p.m.
 - Attendants traveling with you who meet the same requirements listed above will be paid the same rates as the members.
- Lodging: You can be paid up to \$98.00 per night. Your trip to your appointment must start before 5:00 a.m. Your trip home from the appointment would end after 9:00 p.m. or your healthcare provider documents a special need for lodging regardless of the time requirement above. You will need to provide a copy of your receipt showing what you paid for lodging. Attendant lodging is paid up to \$98.00 per night if they are lodging separately from you.
 - Trillium may approve lodging, at its discretion, under other circumstances.

After you complete and return a form to the ride service, the ride service will review the form. If they approve your request, they will reimburse you through a bankcard. You will be paid back within 30 days of returning your completed form. Reimbursements under \$10.00 may be held for payment until the total is \$10.00. The ride service will contact you in the way that you want if they need more information. They will also contact you if they cannot process your request.

Trillium may recover overpayments made to a member. Overpayments are when a ride service or other entities paid the member:

- For mileage, meals, lodging, and another resource
- For the ride, meal, or lodging provider directly
- Directly to travel to medical appointments and the member did not use the money for that purpose
- Directly to travel to medical appointments and the member did not attend the appointment
- Directly to travel to medical appointments and the member shared the ride with another member whom the brokerage also paid directly
- For common carrier or public transportation tickets or passes, and the member sold or otherwise gave the tickets or passes to another person

Trillium is not responsible for arranging transportation when the member uses public transportation. Trillium is not responsible for arranging transportation when the member or another person receives a mileage reimbursement or similar for transporting the member.

What kind of ride can I get?

The ride service will ask you for information to determine the most appropriate vehicle and services for your needs. Depending on your needs, your trip may require a:

- Wheelchair van
- Stretcher van
- Taxicab
- Other types, as necessary

Sometimes, drivers may pick up or drop off other riders along the way. These are shared rides. The ride service will tell you about this when you schedule your trip.

Bus Pass

Public transportation may be the most appropriate type of ride for you. If so, the ride service will tell you how you will receive your bus pass. You may qualify for a day pass or monthly pass, based on your needs.

Secure Transportation

Secure transportation may be the most appropriate type of ride needed. Ride services will decide this based on the information at the time of the request. Secure transportation is available for a member if they are determined to be in a medical or behavior crisis that presents as being a danger to themselves or to others.

Ride Service Vehicles and Drivers

All vehicles are:

- Clean and free from debris impacting your ability to ride comfortably
- Have appropriate safety belts if the vehicle is legally required to have safety belts
- Equipped with a first aid kit, fire extinguisher, roadside reflective or warning devices, flashlight, tire traction devices in bad weather, and disposable gloves
- Have equipment necessary to secure the wheelchair or stretcher when appropriate
- In good operating condition, including side and rearview mirrors, horn and working turn signals, headlights, taillights, and windshield wipers
- Driven by a driver who meets all State requirements to be a driver:
 - Has valid registration, state driver's license (with required endorsements), local licensing and permit requirements
 - Has had pre-hire activities which include screening for exclusion from participation in federal programs, and background checks including criminal history, driver history, sex offender status, and drug testing

- Have documented training for driving and assisting members with disabilities and special needs

When will I know if my ride is approved?

The ride service will tell you if your ride is approved or denied within 24 hours of receiving your request. You will receive information no less than 2 days before the scheduled pick-up time if there are changes to the driver. You will also receive information no less than 2 days before the scheduled pick-up time if there are changes to the details of the ride previously shared with the member. The ride service will decide sooner, if needed, to make sure you arrive on time for your appointment.

What happens after my ride is approved?

If your ride is approved, the ride service will:

- Identify the best type of ride for your needs: public transportation, wheelchair van, taxicab, etc.
- Identify the best level of services for your needs:
 - Curb to curb: Your driver will meet you at the curb of your pickup location.
 - Door to door: Your driver will be met you at the door or front desk of your pickup location.
 - Hand to hand: Your driver will meet you and a member or your care team at your pickup location. Your driver will bring you all the way inside at your drop-off location. Your driver will stay with you until someone from your care team takes you the rest of the way. A personal care attendant, if available, can help do this service instead.
- Enter the information in their system

If the ride service approves your ride, they will provide you the ride details within hours. They may be able to provide the details on the same call when you request the ride. The ride service will contact you at the time you prefer and in the way you want to be contacted. This can be by phone, email, or fax. The ride details will include the following information:

- The name and phone number of the driver picking you up
- The time and date you will be picked up
- The address where you will be picked up
- The name and address of the doctor and location you will be going to
- The time you set for pick-up after your appointment, if pre-arranged
 - If a return ride is not scheduled, you can call the ride service after your appointment and be picked up within an hour of your call.
- The location you will be picked up after your appointment

You are not responsible for contacting the ride service for this information after you have requested a ride.

What happens at my pick-up time?

Please be ready for your ride before your earliest pick-up time. Please watch for the driver or their phone call at the start your pick-up window.

The driver will arrive in a timely manner to allow you enough time to check in and prepare for your appointment. The driver will arrive in a timely manner for your return ride at the end of your appointment. Unless you or your guardian, parent, or representative request it, drivers cannot drop you off more than 15 minutes before the building opens. You are not required to arrive at your scheduled appointment more than one hour before your appointment time. You do not have to wait more than 15 minutes past the scheduled pick up time.

Drivers may arrive earlier than the pick-up window. You are only required to board within your pick-up window. Drivers will only wait for you 15 minutes after your scheduled pick-up time. If you are not there within 15 minutes of the scheduled pick-up time the driver will call the ride service to let them know before the driver leaves.

Drivers cannot pick you up more than 15 minutes after the building closes, unless the appointment is expected to end more than 15 minutes after the building closes, without permission from you, your representative, or your parent/guardian. If you are delayed because you were picked up or dropped off late and cannot be seen at the appointment, the transportation provider will be noted as provider “no-show.” The transportation provider will not be paid for the trip. The transportation provider will be suspended for disregarding the time schedule.

Traffic and Bad Weather

Transportation providers plan for traffic and travel times based on historical traffic data and experience when scheduling your ride to ensure you arrive to your appointment in a timely manner.

Sometimes unplanned delays may make you late to your appointment. This could be from traffic, weather conditions, or equipment breaking. If this happens, the provider will:

- Contact you ahead of your appointment time to make other arrangements with a different service provider, or
- Assist in rescheduling your appointment.

Bad weather may cause severe delays. Bad weather may also limit what kinds of trips can be scheduled. If this happens, the ride service will make sure to provide trips to critical medical care. This can include renal dialysis or chemotherapy.

Ride centers will:

- Call the location where you have a scheduled appointment to confirm your appointment.
- Let you know if your appointment with the doctor/facility was cancelled due to bad weather.
- Find a different ride for you if your appointment was not cancelled.

- Work with you and the doctor/facility to reschedule your appointment when the weather is no longer an issue.

Bad weather includes, but is not limited to, extreme heat, extreme cold, flooding, tornado warnings, heavy snowfall, and icy roads.

How should my driver behave?

Drivers will be in touch with the ride service when they leave to pick you up and during the trip. This helps the ride service be sure you are picked up on time.

Drivers should:

- Prioritize your safety.
- Be respectful and professional.
- Follow all traffic and driving laws and regulations.
- Have completed all trainings (such as CPR, First Aid and Defensive Driving).
- Keep your personal information private and safe.

Our drivers can offer different levels of service to suit your medical needs such as:

- Curb-to-curb: Your driver will meet you at the curb of your pickup location.
- Door-to-door: Your driver will meet you at the door or front desk of your pickup location. The driver will escort you to the door or front desk of your drop-off location.
- Hand-to-hand: Your driver will meet you and a member of your care team at your pickup location. Your driver will bring you all the way inside at your drop-off location. Your driver will stay with you until someone from your care team takes you the rest of the way. A personal care attendant can help do this service instead.

Please keep in mind drivers cannot meet all your travel needs. They cannot:

- Go with you to your appointment. If you need help, tell the ride service when you request a ride.
- Go into your home or room, unless you are being discharged from the hospital or need a stretcher car.
- Help you prepare for your trip.
- Transfer you to or from your wheelchair.
- Help with any personal needs or activities.
- Conduct any of their own personal business.

The ride service and the driver cannot change the pick-up time without documented approval from Trillium. If the driver does not show up within the pick-up window, Trillium will contact you and ask if your medical care was affected.

What if I need a ride today or tomorrow?

If you have an emergency, call 911. Your ride service does not arrange emergency ambulance rides.

You can request a ride the day of or the day before you need to travel.

Do I need to follow Oregon safety belt laws?

Yes. All riders must always follow Oregon safety belt laws and wear seat belts. This includes riders using wheelchairs. Drivers cannot transport you if you refuse to wear the safety belt.

Please tell the ride service when you schedule your ride if you need safety belt extensions.

If you have a safety belt exemption card, you will need to show it to the driver before every trip.

What if I need someone to travel with me?

If you need someone to help you when traveling, please tell the ride service when you schedule your trip. One additional attendant may accompany you at no additional charge when medically appropriate (such as to give medications during the ride or to satisfy legal requirements including, but not limited to, when a parent, legal guardian, or escort is required during transport) Attendants must be 18 years old or older. Attendants will be verified by the ride service at the time of the request. Attendants can be a:

- Family member
- Caregiver
- Legal guardian
- Case Manager
- Peer Support Specialist

You must find your own attendant. They must be with you when the driver picks you up. They must also be with you at your appointment and on a return trip. The ride service cannot provide an attendant for you.

There is no charge for your attendant's ride.

What if the person with Trillium is a child?

Please tell the ride service if the member is a child 12 years old or younger. Children must ride with a parent, guardian, or attendant adult 18 and older. Members with special physical or developmental needs regardless of age must be accompanied by an adult attendant. A parent or guardian will need to give a written form to the ride service. This form will approve another adult to travel with the child. The ride service will verify the attendant information provided when the form is submitted and at the time of the request.

The member's parent, guardian, or adult caregiver must provide and install a child safety seat if the child is less than 40 pounds and four feet nine inches or shorter. Children two years and under must be secured in a rear-facing child safety system. The driver cannot transport a member if the parent or guardian does not provide and install a safety seat that complies with state law.

Please remove the safety seat when you leave the vehicle. You cannot leave the safety seat in the vehicle when you are not being transported.

Will the way my ride is provided be changed?

Sometimes how you get your ride will change to make sure you travel safely. You, Trillium, or your ride service may ask for changes to your ride for safety reasons.

Any changes needed to accommodate a disability or auxiliary aid will be made in compliance with State and Federal laws.

You may request a change to your ride if your driver:

- Threatens to harm you or others in the vehicle.
- Drives or acts in a way that puts you or others in the vehicle at risk of harm.
- Has a health condition that presents a direct threat to the health and safety of you or others in the vehicle.

Trillium may request a change to your ride if you:

- Threaten to harm the driver or others in the vehicle.
- Have a health condition that presents a direct threat to the health and safety of the driver or others in the vehicle.
- Act in ways that puts you or others in the vehicle at risk of harm.
- Act in ways that may cause doctors to refuse to provide services to you without changes to your ride.
- Often do not show up for scheduled rides.
- Often cancel a ride on the day of the scheduled ride.

Trillium will contact you or your representative (if you have one) to discuss the request. Trillium will tell you in writing if any changes are needed. The ride service will note the changes in their system.

What if my ride is denied?

Your request will be reviewed twice by two different staff members prior to being denied. If we deny, stop, or reduce a service, we will mail you a Notice of Action letter within 72 hours of the decision. The letter will explain why we made that decision. The letter will explain how to appeal (ask us to change our decision). You have a right to ask to change it through an appeal hearing. You must ask for an appeal no more than 60 days from the date on the Notice of Action letter. A copy of this letter will be sent to the provider that your appointment was with if the provider is contracted with Trillium or the provider requested the transportation for you. You will also receive a verbal denial. You have a right to ask to change it through an appeal hearing.

How to Appeal a Decision

In an appeal, a different health care professional at Trillium will review your case. Ask us for an appeal by:

- Calling Member Services at 541-485-2155; Toll Free: 1-877-600-5472, TTY: 711.

- Writing us a letter, or
- Filling out an Appeal and Hearing Request, OHP form number 3302. This form was sent to you with your Notice of Action letter. You can also call us and ask for this form.

If you want help with this, call and we can fill out an appeal form for you to sign. You can ask someone like a friend or case manager to help you. You may also call the Public Benefits Hotline at 1-800-520-5292; TTY 711 for legal advice and help. You will get a Notice of Appeal Resolution from us in 16 days letting you know if the reviewer agrees or disagrees with our decision. If we need more time to review, we will send you a letter saying why we need up to 14 more days. You may also request an extension of up to 14 days.

While you wait for your appeal, you can keep on getting a service that already started before our original decision to stop it. You must ask us to continue the service within 10 days of getting the Notice of Action that stopped it. If you continue the service and the reviewer agrees with the original decision, you may have to pay the cost of the services that you received after the effective date on the original Notice of Action.

If you need help with the appeal forms, call Trillium, OHP Member Services, or Lane County Legal Aid at 541-485-1017, toll free 1-800-575-9283, or TTY dial 711.

What if my schedule changes or I need to cancel a ride?

Please call the ride service as soon as possible if you need to make changes to your ride or cancel it. Your ride can be rescheduled or changed to another service provider if your trip needs change. If you are not ready to travel within the pick-up window, you will be considered a no-show. If you are not ready on time a lot, the ride service may need to change how you schedule or receive your rides.

Accidents and Incidents

Trillium must report any accidents or incidents of abuse or alleged abuse by a driver during your trip. The following will be reported within two business days:

- A description of the accident or incident
- The name of the driver
- The name of the passenger
- The location of the accident or incident
- The date and time of the accident or incident
- If the driver or the passenger were injured and required treatment at a hospital
- The police report or police report number if one was filed

Monitoring and Documentation of Services

The ride service and Trillium must keep all the following information for each trip:

- Your member ID
- The pick-up and drop-off information

- The reason for the ride
- If the driver or you do not show up for the trip

Passenger Rights

As a user of services, you have the right to:

- Access safe, timely and appropriate rides 24 hours a day, 365 days a year.
- Ask for interpretation services when talking to Customer Service and request NEMT materials in a language or format that meets your needs.
- Ride in the most appropriate vehicle based on your needs, the location of your appointment, and cost.
- Not be billed for services by Trillium.
- Not be billed for services by subcontracted transportation providers.
- Access Trillium's policies and procedures.
- Trillium will mail, within 72 hours of denial, a notice of adverse benefit determination. Two staff members review a request before it is denied to make sure it is appropriate.
- Not be dropped off more than 15 minutes before the building for your appointment opens, unless you, your representative or your parent or guardian requests it.
- Receive notice when your ride is scheduled.
- Arrive at pre-arranged time for appointment and be picked up at prearranged time for returning home. Request to be dropped off 15 minutes earlier to an appointment. Request must be made by the member, member's guardian, parent or representative.
- Picked up within one (1) hour after notification if the return ride is not previously arranged.
- Not be picked up more than 15 minutes after the building for your appointment closes unless you, your representative, parent or guardian requests it.
- Not wait past the 15-minute pick-up window for your ride.
- To request reasonable changes to your ride or trip when appropriate according to state and federal laws. This includes when:
 - A driver threatens harm to you or others in the vehicle.
 - Drives or engages in behavior that places you or others in the vehicle at risk of harm.
 - Presents a direct threat to you or others in the vehicle.
- Request changes to your ride or trip to meet the Americans with Disabilities Act and other laws and rules that apply.
- Be able to make a complaint or appeal a denial of your ride request with Trillium and receive a response.
- Make suggestions regarding Trillium's passenger rights and responsibilities.

Passenger Responsibilities

- Complete an assessment of your transportation needs when you request a ride.

- Tell Trillium when your health conditions change. This may affect what vehicle is scheduled for your ride.
- Schedule rides for same day services or up to 90 days prior to your appointment.
- Request additional stops in advance. Additional stops at a pharmacy or other locations will need prior approval and planning before your trip.
- Not smoke, use aerosols, or vape in the vehicle at any time.
- Treat drivers and other passengers with respect.
- Take all items you brought with you when leaving the vehicle.
- Follow all local, state, and federal transportation laws regarding passenger safety standards
 - Travel to and from an appointment with an attendant if you are 12 years of age or younger or if you need assistance traveling.
 - An attendant can be a parent, guardian, or your representative. If it is not one of those people, then your parent or guardian must provide written authorization for any adult 18 or older to be your attendant. Attendants cannot be under 18.
- Provide and install any safety seats required by Oregon law for safe transportation.
- Provide any other medical equipment necessary for your travel (oxygen, wheelchairs, canes).
- Work with Trillium regarding any reasonable modifications of your ride or trip if:
 - You threaten harm to the driver or others in the vehicle.
 - Present a direct threat to the driver or others in the vehicle.
 - Engage in behaviors or circumstances that place the driver or others in the vehicle at risk of harm.
 - Engage in behavior that in Trillium's judgment causes local doctors or facilities to refuse to provide further services without changes.
 - Frequently do not show up for scheduled rides.
 - Frequently cancel the ride on the day of the ride.
- Provide all requested information for reimbursement requests.
- Pay back any overpayments of reimbursements made to you as required by state regulations.

Your Privacy

Your ride service and drivers comply with legal standards to keep your information safe.

Trillium and ride service staff must collect information about you to provide medical rides. The information we collect about you and your health is private. Medical information is shared with your driver only if it relates to your mobility or ride needs. Federal and state law require Trillium, ride services, and drivers to protect this information. All information you provide will be kept private. Please see our Member Handbook for additional information on our Notice of Privacy Practices. You can find a digital version of our Member Handbook on our website at:

< <https://www.trilliumohp.com/members/oregon-health-plan/for-members/handbooks-forms.html>>.

Feedback and Complaints

If you are very unhappy with Trillium or your experience with your ride service, you can complain or file a grievance. Examples of complaints, without limitations, are driver and/or vehicle safety, quality of services, interactions with transportation staff such as rudeness, access to service, Trillium, consumer rights and full or partial denials. We will try to make things better. All complaints must be resolved in writing. You can call Member Services at 541-485-2155, toll free: 1-877-600-5472, TTY: 711, to get more information about this process. You can also tell your ride service and they will notify us.

Send written complaints to:

Trillium Community Health Plan

PO Box 11740 Eugene, OR 97440-3940

Trillium will document, review, and respond to complaints within 5 days. However, you are encouraged to request an extension to allow up to days to 30 days to address your complaint. We will not tell anyone about your complaint unless you ask us to. Trillium and your provider cannot keep you from or act against you for filing a complaint. Trillium and your provider cannot act against your for cooperating in an investigation. Trillium and your provider cannot act against you if you do not agree to something you believe to be against the law. Trillium and its providers cannot keep you from filing a complaint that was previously submitted if the complaint was not resolved to your liking.