



Transportation Benefits

LANE, DOUGLAS, AND LINN
COUNTIES



TrilliumOHP.com

Your Transportation Benefits

If you are a member of the Oregon Health Plan (OHP and Medicaid), you can get help paying for rides to medical, dental, and behavioral health appointments. If you have dental-only benefits through the Veteran or COFA Dental Programs, you can get help paying for rides to dental appointments.

Types of Transportation

- A taxi ride
- Wheelchair-accessible van
- Specialized transportation services
- Paid back for driving yourself



Schedule a Ride with RideSource

To schedule a ride with RideSource services, call 541-682-5566 or 877-800-9899 (TTY: 711) 8:00 am to 5:00 pm, Monday-Friday RideSource@ltd.org

- Tell RideSource you are a Trillium member with the Oregon Health Plan.
- A trained staff person will ask you detailed questions about your needs.
- You will get a confirmation of your ride during the call or within 24 hours of your request. If you are driving yourself, call RideSource to get a form to be paid back.
- If your ride is approved, you will be provided the details of your trip as soon as the arrangements are in place.
- You can schedule a single ride or multiple rides up to 90 days in advance.
- You can schedule same-day urgent rides to appointments.
- Please call at least 24 hours before your appointment to schedule your ride.

For children under age 12 or individuals with special physical or developmental needs, a parent or other adult over age 18 must come on the ride. For children, the adult rider must bring a car seat or booster seat if needed.

When You Call RideSource

They may ask:

- The time and place of your appointment
- The reason for your appointment

The RideSource Call Center is closed on some holidays. For urgent transportation requests when the Call Center is closed, there is recorded message about what to do.

Grievances

If you are unhappy with Trillium or your ride service, you can file a grievance. We will try to make things better.

All complaints must be resolved in writing.

- Call Member Services at 541-485-2155 or
- Toll free 1-877-600-5472 (TTY: 711)
- Mail to:
PO Box 11740 Eugene, OR 97440-3940

Trillium Contact Information

- 555 International Way Bldg B
Springfield, OR 97477
- 13221 SW 68th Pkwy #315
Tigard, OR 97223
Local 541-485-2155
Toll Free: 877-600-5472 (TTY: 711)

RideSource

LANE, DOUGLAS AND LINN COUNTY RIDE RESOURCE



Options

Different ride options are available based on your needs.



Contact

RideSource to schedule your ride
541-682-5566 or
877-800-9899 (TTY: 711)
RideSource@ltd.org



Schedule a Ride

Call RideSource at least 24 hours in advance of your appointment, if possible, to schedule your ride. You can schedule your ride up to 90 days before your appointment.

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 1-877-600-5472 (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 1-877-600-5472 (TTY/TDD 711).

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:

- Gender identity
- Marital status
- National origin
- Sexual orientation
- Need for Services
- Color
- Disability
- Health Status
- Race
- Religion
- Sex
- Age

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.



OHP-TRIL-3874_Aproved 05/12/2023

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