



# Transportation Benefits

CLACKAMAS, MULTNOMAH, AND  
WASHINGTON COUNTIES



[TrilliumOHP.com](http://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. You can ask for help through Medical Transportation Management (MTM).

## Types of Transportation

- A taxi ride
- A ride in a wheelchair-accessible van, or
- Other specialized transportation services
- Paid back for driving yourself
- A daily bus pass, or
- A monthly bus pass



## Schedule a Ride with MTM

To schedule a ride with MTM services, call 1-877-583-1552 (TTY: 711) 8:00 am to 5:00 pm, Sunday-Saturday. You can call anytime for an urgent ride after leaving the hospital.

- Tell MTM 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 MTM to get a form to be paid back.
- 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 MTM

They may ask:

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

The MTM Call Center is closed on some holidays, except for urgent transportation requests. For non-urgent requests, the call center will take your call through an automated system. They will contact you within 24 hours.

## 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)

# Medical Transportation Management (MTM)

A PORTLAND METRO AREA  
RESOURCE FOR RIDES TO  
YOUR APPOINTMENTS



## Options



Different ride options are available based on your needs.



## Contact

MTM to schedule your ride  
877-583-1552 (TTY: 711) or online at:  
<https://memberportal.net/?planCode=COR>



## Schedule a Ride

Call MTM at least 24 hours in advance of your appointment to schedule your ride. You can schedule your ride up to 90 days before your appointment. You can also schedule your ride the same day.

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-3875\_Aproved 05/12/2023

© 2023 Trillium Community Health Plan. All rights reserved.