

Grant County Transportation District

Ride Guide

2026

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Offered Services

EOCCO (GOBHI)

A service available to qualifying members with Oregon Health Plan (OHP)/Medicaid. This plan offers free medical transportation to appointments covered under their eligible service plans.

Eligible covered services include:

• Medical

• Mental Health

• Dental

Deviated Fixed Route

A service intended to aid passengers who find it difficult to reach a designated stop on the bus route. This deviated fixed bus route deviates to a specific location to pick up and drop off passengers within ¾ (three quarters) mile off the route. Please note that travel times may be longer, as you may need to ride the full route to reach your destination, and transfer at the Hub.

A “Third bus” deviation may be used when the deviated location is too difficult for the regular bus to reach. These third buses follow the same timeframes as the regular bus and may pick up multiple passengers.

Deviated Fixed Route Guide to Riding

Enjoy the Free Fare!

John Day is currently serviced by two deviated routes; the Loop and Route, which comply with ADA regulations. The Loop Route operates Monday through Friday from 7:00 AM to 4:00 PM, while the Route operates Monday through Friday from 7:00 AM to 4:30 PM (but only 3 times a day – 7am, 11am, 3pm).

The Loop which is 1 hour per loop, completes a loop around Chester’s grocery store, DHS, the Dollar General store, NAPA, several restaurants, the Blue Mountain Hospital, Home Health, the Health Dept, the schools in town, the Drug store, most of the businesses in town and the Court House.

The Route which is 1 hour 20 minutes per loop, leaves the bus barn in John Day and then heads east 13 miles to the town of Prairie City. It does a 10-minute loop through Prairie City and then heads back to John Day. The bus travels on the main road through John Day and heads 8 miles west to the town of Mt. Vernon. The bus does a quick loop through Mt. Vernon and then heads back to John Day. This route helps people get from one town to another for work, school, doctor appointments or shopping.

There are several bus stops and times that the Loop and the Route match so that a passenger can get on one bus and then transfer to the other bus to get where they are going, all Fare Free.

Scheduling a Deviation

An eligible deviation falls within a three-quarter (3/4) mile of a fixed route. Deviations can be scheduled Monday through Friday by calling the Dispatcher. As a standard, it is helpful if we have advanced notice of a deviation, but we try to accommodate all requests. For more info, see our published route deviation policy.

Flag a Ride

Any passenger with the intent to ride may flag down the bus along the normal fixed route. The bus will then pull over to the nearest safe location to allow boarding. Safety first is a priority.

Accessibility

In compliance with ADA regulations, all GCTD buses are equipped with power lifts or ramps to ensure accessibility for all passengers.

The best practice for boarding with a mobility device:

• Wait where the driver can see you.

• Ask the driver to lower the lift or ramp if it has not already been deployed.

• Board the bus safely using the lift or ramp.

• Take advantage of securement points available to you (assistance will be given if it is needed).

Tips for a Safe Ride

Recommendations to ensure a safe ride.

• Avoid running through traffic to catch the bus.

• Obey all traffic laws; only cross at designated crossings and look both ways.

• Do not be distracted; be aware of your surroundings.

• Do not cross in front of the bus, at a full stop, at traffic lights or parked.

• Wear light or reflective clothing when it is dark outside.

• While the bus is in motion please take seat, hold onto a seat, handrail, or strap.

• Secure your belongings; loose items become potential projectiles in the event of an accident.

• Keep track of belongings; GCTD is not responsible for items that are lost or stolen.

What Can I Bring on Board?

You are welcome to bring the following items on the bus, as long as they do not block the aisle or interfere with passenger safety (subject to the driver’s discretion):

Allowed Items:

• Mobility Devices: Wheelchairs, scooters, walkers, canes, etc.

• Personal 2-Wheeled Carts: Must be secured and not block the aisle.

• Strollers: Must be strapped down; children must be removed.

• Personal Bags: Must be safely stowed without blocking walkways.

• Food & Drink: Must be in sealed containers only.

• Service Animals: Must meet ADA definition (comfort animals are not considered service animals).

• Other Animals: Must be transported in a small or medium kennel.

• Personal Portable Electronics: Phones, handheld games, etc.

Note: Drivers will not assist with items over 25 lbs. Assistance is helping on/off the bus or help with groceries.

Rules for Riding

Please follow these rules to help us ensure a safe and respectful environment for everyone:

• No Eating on the Bus

• No Open Containers (Sealed drinks only)

• No Vulgar Language or Gestures

• No Distracting the Driver

• No Standing While Bus is in Motion (unless permitted by the driver)

• No Illegal, Violent, or Disruptive Behavior

• No Loitering – Riders must have a destination.

• No gas Cans

Traveling with Children

Strollers are permitted on the bus but must be safely stowed out of the aisle before the bus can continue moving. You may board with your child in the stroller; however, for safety reasons, your child must be removed from the stroller during the ride.

To ensure your child(s) safety:

• Hold onto your child when boarding and exiting the bus.

• Buckle them into a seatbelt, or a car/booster seat.

• Keep close watch on your child while the bus is in motion.

• Make sure they always follow all bus rules and safety guidelines.

Children aged twelve (12) and older may ride the bus without an accompanying adult.

Traveling with a Bike

When commuting by bicycle from the Transit Hub, you may utilize the bike rack outside of the building.

While locking mechanisms are not required or provided, GCTD is not responsible for lost or damaged bicycles.

All buses are equipped with front-mounted bike racks (holds up to 2 bicycles). Riders are encouraged to load their bikes themselves, but drivers are available for verbal assistance in loading upon request.

Unable to access the route?

If you struggle to get to a safe location to flag down the bus, please call Dispatcher at 541.575.2370 to schedule a bus deviation with ¾ (three quarters) mile off the bus route.

Non-Deviated Fixed Route Guide to Riding

Trip Purpose, Priority, and Volume

GCTD does not prioritize trips. A ride to the grocery store is just as important as a ride to a Dr. appointment. As long as a rider is compliant with our scheduling rules, they may request unlimited trips.

Scheduling a Ride

To schedule a ride, call the Dispatcher at 541.575.2370 Monday through Friday from 8:00 a.m. to 5:00 p.m.

No-Shows

No-Show Policies

If a driver arrives at the pick-up spot and it seems to be a no-show, then the driver calls dispatch to have them call the person and let them know the bus is waiting. The phone call time should be written down. The dispatcher calls the driver back to let them know if they answered or if they will be there shortly. At the same time, a determination should be made whether the return trip is still needed. Return trips should not be automatically canceled in case the passenger may still need that return trip. Each trip should be managed separately.

Passenger “NO-SHOW” Reasons beyond their control

- Family emergency.
- Medical emergencies.
- Severe weather or wildfire conditions.
- Complications regarding caregivers or mobility devices.
- Passenger’s appointment ran late.
- Bus arrived outside of pick-up window.
- Bus arrived at wrong location or driver waited at the wrong door.

Origin to Destination

Origin to destination is referenced to the how a rider is picked up and dropped off at their destination.

This may mean Door-to-Door or Curb-to-Curb services. The ADA says that these extended services take more time, and requests that schedulers are notified if extra time is needed.

The ADA does NOT require transit to fundamentally alter the nature of their service to make accommodations.

Examples include:

• Assistance through a door and into or out of a building

• Leaving a bus unattended for a lengthy period

• Losing the ability to keep an unattended bus in line of sight

• Actions that are unsafe (backing down a narrow alley, etc.)

Other operational examples are evaluated on a case-by-case basis.

GCTD will attempt to fulfill any Door-to-Door service request that does not constitute a fundamental alteration of our basic services. To ensure that drivers are aware of these extra services, please notify the dispatcher.

Mobility Devices

GCTD is committed to providing safe and reliable transportation for all passengers. All our buses and vans are equipped with lifts and ramps to accommodate mobility devices. However, we are unable to transport any mobility device and rider that together exceed the rated capacity of our equipment- 1000 pounds combined. Also, wheelchairs must fit entirely within the dimensions of our lift or ramp.

We will not attempt to board a rider if the combined weight or the rider and mobility device exceeds these specifications. If you use a large mobility device, we recommend contacting our office to schedule an evaluation prior to requesting a ride.

Securing Mobility Devices

GCTD Drivers are certified in securement procedures. It is ONLY the driver's responsibility for securing mobility devices into our bus. All devices must be secured, and lose items removed and stored for safety.

Personal Care Attendants

GCTD does transport care givers free of charge.

Service Animals & Pets

Service animals are permitted to accompany individuals with disabilities on all GCTD buses, in facilities, and in all GCTD programs and activities.

Definition of a Service Animal

For purposes of transportation services, a **service animal** is defined by the U.S. Department of Transportation as **any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability**, including, but not limited to:

- Guiding individuals who are blind or have low vision;
- Alerting individuals who are deaf or hard of hearing;
- Pulling a wheelchair;
- Retrieving dropped items;
- Providing balance or mobility assistance;
- Alerting and protecting an individual during a seizure;

- Interrupting or mitigating the effects of a psychiatric disability; or
- Performing other specific work or tasks directly related to an individual's disability.

Service animals shall be transported **without additional charge** and are not required to ride in a carrier or cage.

Service animals are working

Employees should avoid distracting, petting, feeding, or interacting with a service animal unless invited to do so by the handler.

Control of the Service Animal

An individual using the service animal is responsible for maintaining control of the animal at all times while using Grant County Transportation District services.

Pets are welcome as long as they are under control at all times (carrier / leash). Service animals / pets stay off the seats. Pets usually go to / from the vet clinic.

Carry-on Items

When asked, our drivers will happily assist with your carry-on items, with a few limitations.

• We do NOT enter your house: carry on assistance is limited to assisting with items to your front door.

• We will NOT transport a carry-on item that cannot be safely secured, based on the driver's judgement.

• Weight limit of 25 lbs. Our drivers are not permitted to assist with items that appear to exceed the weight limit based on their estimation.

If your shopping needs exceed the amount you can carry, we encourage you to get a Personal Care Attendant to ride with you. Personal Care Attendants ride for free.

Prohibited Conduct Passengers may NOT do the following during transport:

• Eat, Drink, smoke, or spit on the bus or vans.

• Fight, push, shout, or act violently.

• Use vulgar or offensive language.

• Throw objects.

• Engage in illegal activity.

• Carry prohibited Items:

o hazardous objects

o Flammables

o Poisonous items

o Harmful items

• Alcohol- Passengers are NOT permitted to have open containers or consume alcohol.

Refusal or Suspension of Services

Grounds for Refusal of services:

• Violent, seriously disruptive, or illegal behavior.

• Actions that pose a direct threat to health and safety.

• Releasing bodily fluids that are not properly contained.

• Interference with safe operation of the bus.

Note: Refusal is issued by the driver on the spot and usually lasts until the end of the business day.

Extended or Suspension of Services

If a passenger repeatedly violates the Rules of Riding:

• A formal suspension may be issued.

o Duration: 30 to 90 days

o Issued by the District Manager.

o The written notice includes.

Suspension duration, reason for suspension, and the appeal process instructions.

Appeal Process

All riders have the right to appeal any service refusal or suspension.

• Submit a written appeal within fourteen (14) calendar days of suspension.

• Use the Appeal Request Form (available at the Bus Barn) and attach it to your appeal letter.

• The District Manager will

o Investigate the issue.

o Interview the witnesses.

o Issue a written decision (or accessible format upon request).

Reinstatement During Suspension

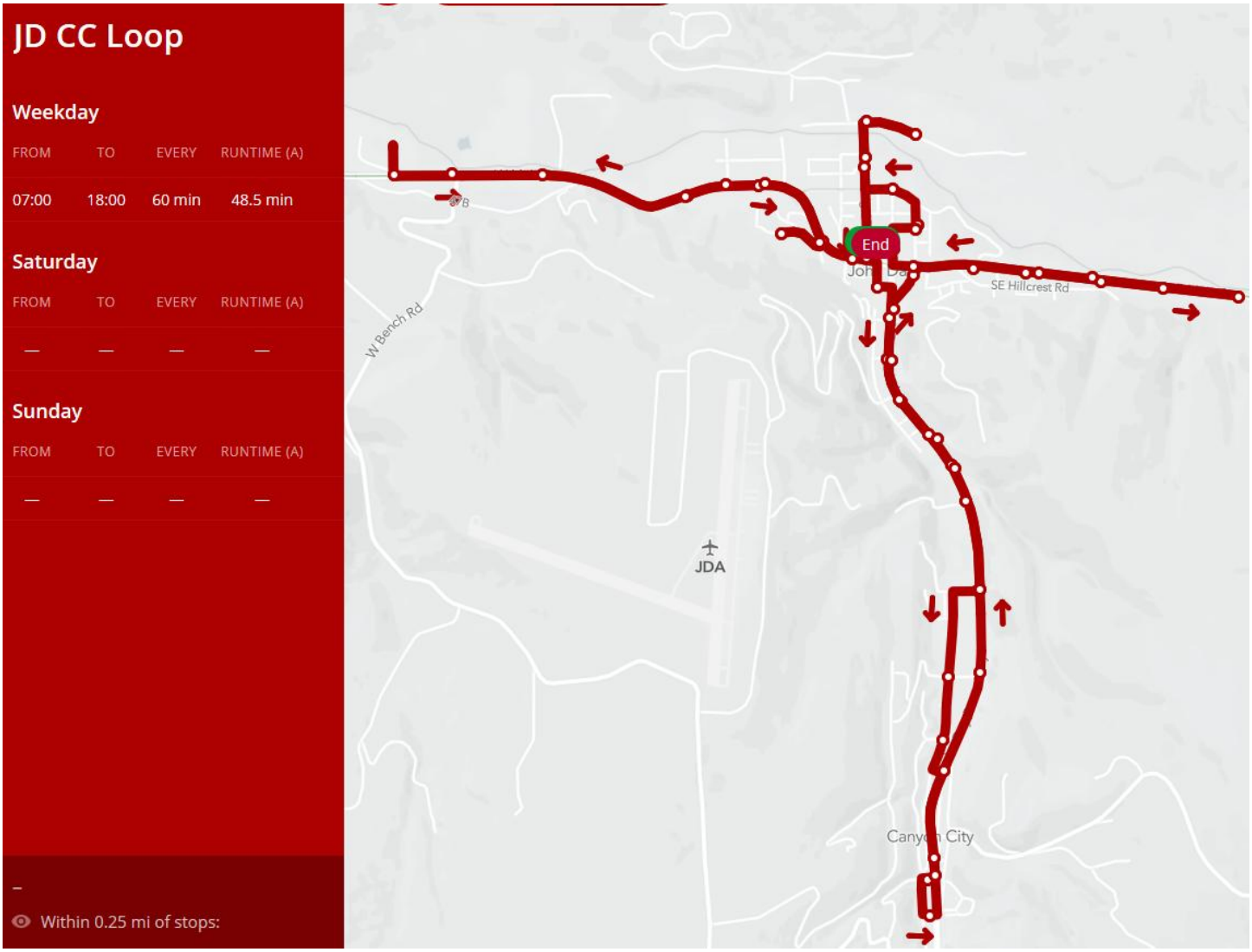
The District Manager may reinstate service at any time during a suspension if enough time has passed, safety concerns are resolved, and rider behavior has improved.

Note: All riders denied services or found ineligible have the same rights to appeal.

Sample Suspension Appeal Form

Please pick up a full-page copy of the form at the Bus Barn in the instance of a formal appeal.

JD/CC RED LOOP ROUTE



West Bound

1 People Mover Bus Station
2 Fairgrounds Main Entrance
3 Fairgrounds West Entrance
4 7th St Complex - Skateboard
5 7th & Bridge
6 NW 4th/Bridge
7 Painted Sky Center for the Arts
8 Chamber of Commerce
9 Chester's West Bound
10 Bowling Alley
11 Department of Human Services
12 Sinclair Station
13 Polaris & Pioneer Feed
14 Apple Road

East Bound

15 Sinclair Station
16 Timbers Bistro
17 Dollar General
18 Laundry Mat
19 Chester's East Bound
20 Home Health
21 Blue Mountain Hospital
22 Canton & Main

South Bound

23 Canyon Creek Apartments
24 Catholic Church & Canyon Blvd
25 3rd & Canyon
26 Library
27 Elkhorn Motel
28 Figaro's Pizza

29 Grant Union High School (Dirt Lot)
30 Inland Ln & Greyback
31 Humbolt St & Nugget
32 Gardner Ln & Humbolt St
33 Courthouse
34 Bridge St

North Bound

35 Station 62
36 Squeeze In Restaurant
37 Canyon City Park
38 Mobil Gas Station
39 Nugget & Canyon Blvd
40 Inland & Canyon Blvd
41 Grant Union High School (Dirt Lot)
42 Snaffle Bit
43 Iron Triangle Across from Elkhorn
44 Canyon Blvd (Across from Library)
45 Fire Hall
46 Canyon Blvd & Dayton St
47 Len's Drug

East Bound

48 John Day City Hall
49 CCS & Health Department
50 HWY 26 @ 808 E Main
51 HWY 26 @ Step Forward
52 Turnaround (LDS Church)

West Bound

53 Sue Z Q's
54 Meadowbrook Apartments
55 True Value Hardware & Main St
56 John Day Post Office & DMV
57 People Mover Bus Station

PC/MV GREEN ROUTE

PC / MV

Weekday

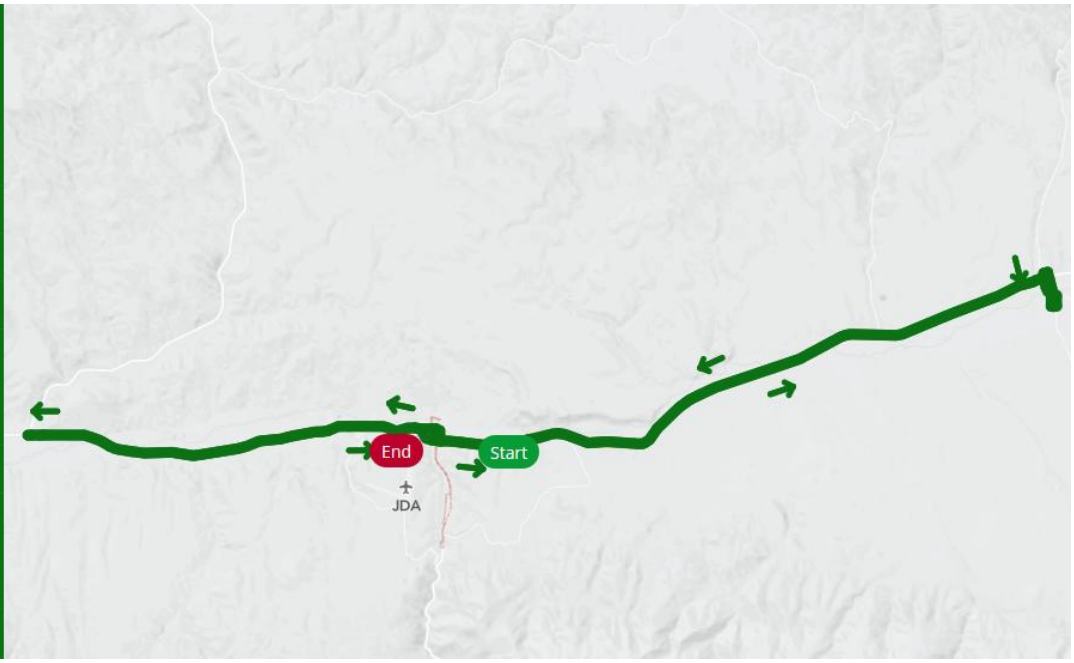
FROM	TO	EVERY	RUNTIME
07:00	09:00	300 min	76.8 min
12:00	14:00	300 min	76.8 min
18:00	20:00	300 min	76.8 min

Saturday

FROM	TO	EVERY	RUNTIME
—	—	—	—

Sunday

FROM	TO	EVERY	RUNTIME
—	—	—	—

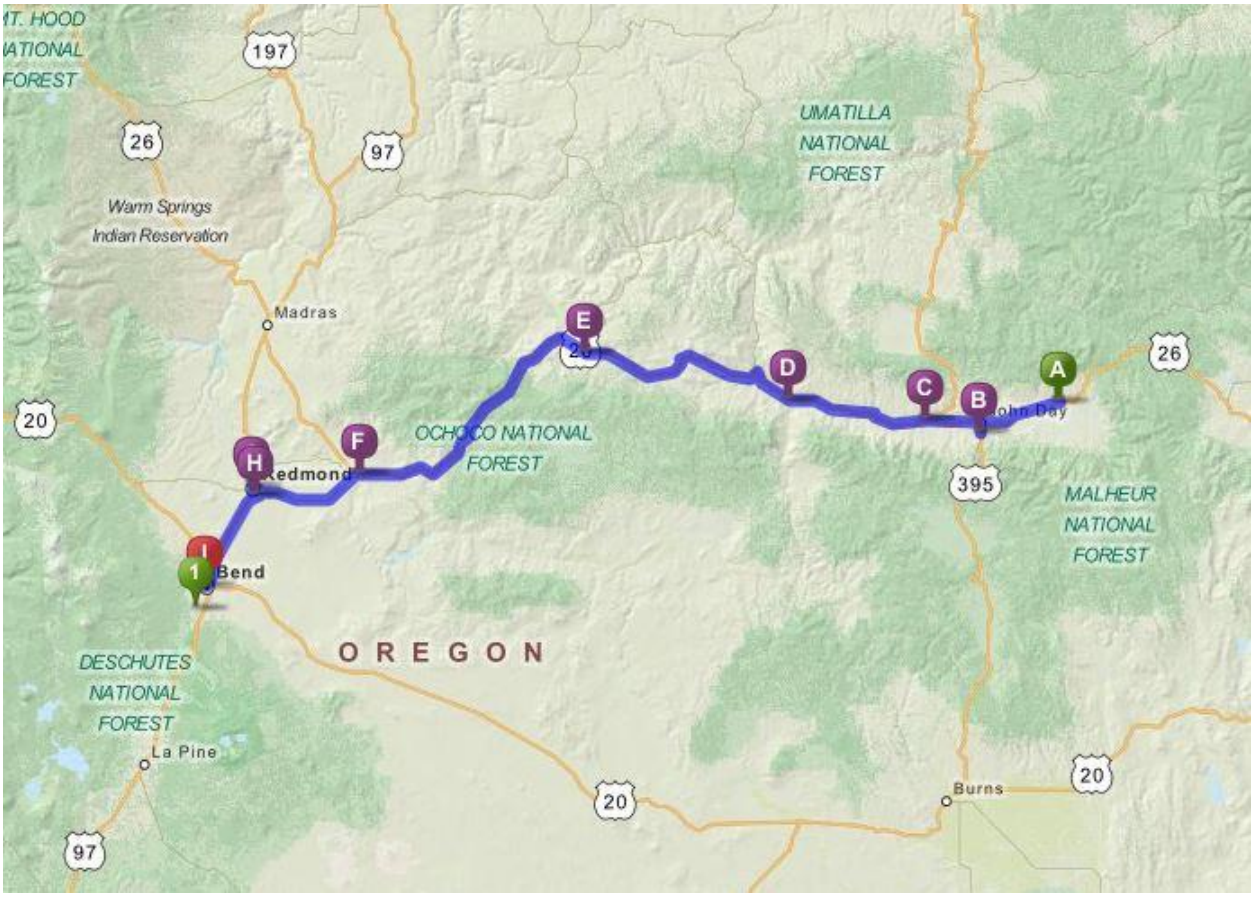


East Bound:
1 People Mover Bus Station
2 CCS/Health Department
3 Hwy 26 @ 808 E Main
4 Hwy 26 @ Step Forward
5 Mountain View Mini-Mart
6 Bridge St – Prairie City
7 Prairie City Schools
8 Strawberry Village Apartments
9 Bridge & 9th
10 Depot Park
11 Kircher Corners & Main St
12 Senior Center – Prairie City

West Bound:
13 Mountain View Mini-Mart
14 Sue Z Q's
15 Meadowbrook Apartments
16 True Value & Main St
17 Chamber of Commerce
18 Chester's West Bound
19 Bowling Alley
20 Department of Human Services
21 Sinclair
22 Polaris/Pioneer Feed
23 Apple Road
24 Clyde Holiday State Park
25 Blue Mountain Mini Mart

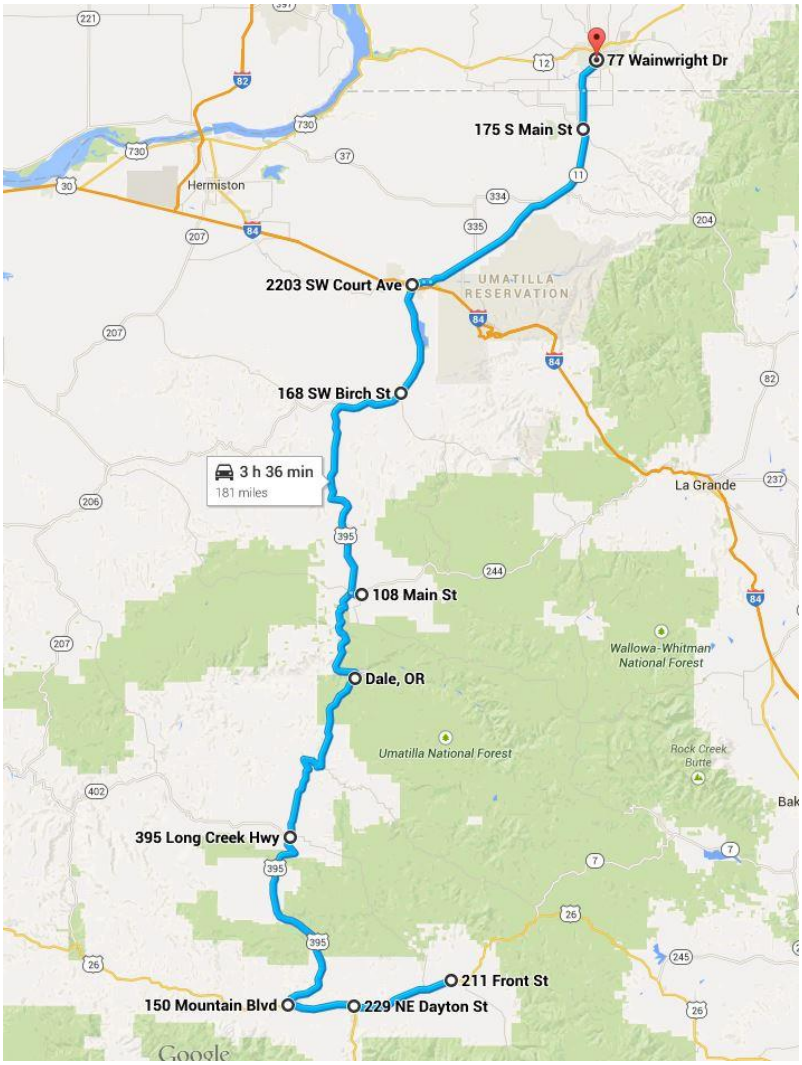
East Bound:
26 Mt Vernon City Hall
27 Chevron
28 Sinclair
29 Timbers Bistro
30 Bowling Alley
31 Chester's East Bound
32 People Mover Bus Station

Bend Run Route Map



A. Prairie City
B. John Day
C. Mt. Vernon
D. Dayville
E. Mitchell
F. Prineville
G. Redmond Hub
H. Redmond Airport
I. Bend Hawthorne Bus Station
*Flag stops may occur anywhere along the marked route.

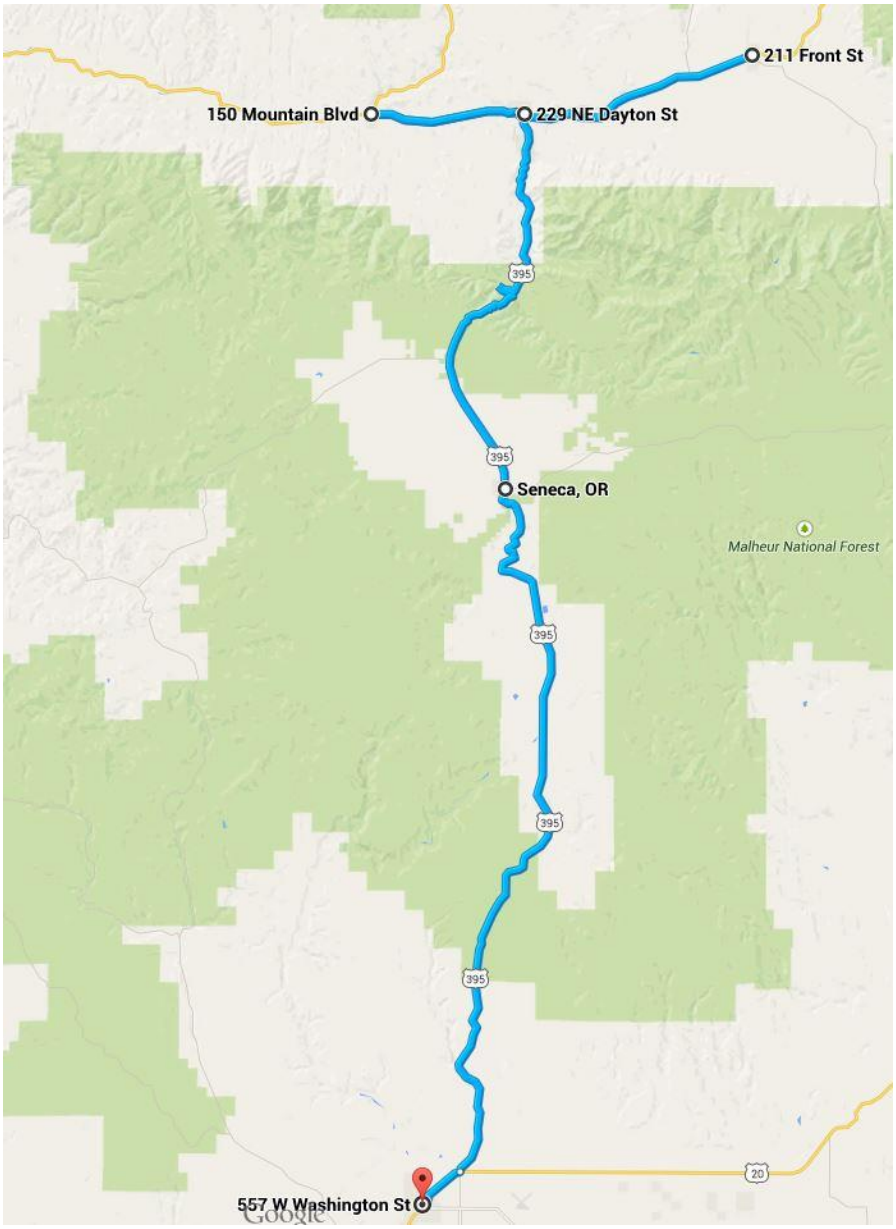
Walla Walla Route Map



A. Prairie City
B. John Day
C. Mt Vernon
D. Long Creek
E. Dale
F. Ukiah
G. Pilot Rock
H. Pendleton
I. Milton-Freewater
J. Walla Walla Veterans Clinic

*Flag stops may occur anywhere along the marked route.

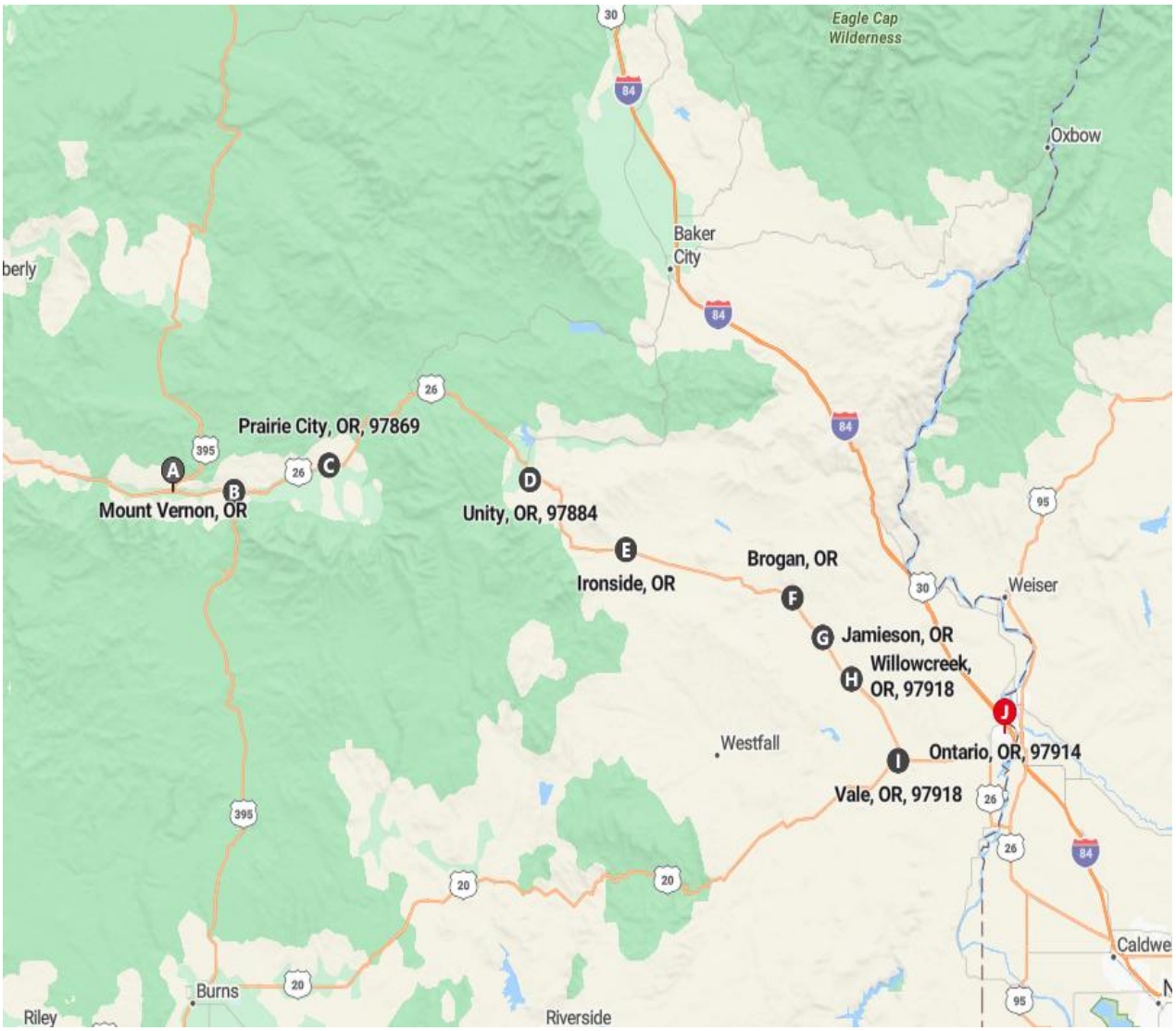
Burns Route Map



A. Prairie City
B. John Day
C. Seneca
D. Burns

*Flag stops may occur anywhere along the marked route. (This route is designed to include Mt Vernon & Prairie City)

John Day to Ontario



A. Mt Vernon
B. John Day
C. Prairie City
D. Unity
E. Ironside
F. Brogan
G. Jamison
H. Willowcreek
I. Vale
J. Ontario

Non-Emergent Medical Transportation Rider's Guide

Revised January 1, 2026

For Our:

Eastern Oregon Coordinated Care Organization (EOCCO) Members

Oregon Health Plan / Medicaid Members

877-875-4657

EOCCO Non-discrimination Notice

● **Discrimination is against the law**

● 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:

1. Age

2. Color

3. Disability

4. National origin, primary language, and English language proficiency

5. Race

6. Religion

7. Sex, sex characteristics, sexual orientation, gender identify, and sex stereotype

8. Pregnancy and related conditions

● Health Status or need for services 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 free sign and spoken language translation

● We also offer written materials in other languages, braille, large print, audio and other formats

● We provide multilingual call center staff and can accommodate hearing and/or speech impaired callers

If you need any of the services listed above, contact Customer Service at 888-788-9821 or TTY/Oregon Relay 711.

If you feel you were treated unfairly for any of the above reasons, you can make a complaint or grievance. For more information, click this link to access complaint forms and procedures: EOCCO Member Forms.

Need help filing a complaint? Call Customer Service, a peer wellness specialist, or personal health navigator. A member's access to covered services, grievance, appeals, or hearings will not be denied or limited based on the member's need for alternative formats or auxiliary aids.

Make (or file) a complaint with EOCCO's Section 1557 Coordinator in any of these ways:

• **Phone:** 888-788-9821 TTY/OREGON RELAY 711

• **Fax:** 503-412-4003

• **Mail:** EOCCO Attention: Appeal Unit, 601 SW Second Ave., Portland, OR 97204

• **Web:**

o English: https://www.eocco.com/
/media/EOCCO/PDFs/Member/Resources/complaint_form.pdf

o Spanish: https://www.eocco.com/
/media/EOCCO/PDFs/Member/Resources/complaintformSpanish.pdf

You also have a right to file complaint with any of these organizations:

Oregon Health Authority Ombudsman

• Phone: 503-947-2346 or 877-642-0450 (TTY/Oregon Relay 711)

• Mail: 500 Summer St NE, E17, Salem, OR 97310-1097

Oregon Health Plan (OHP) Client Services Unit (CSU)

• Phone: 800-273-0557 (TTY/Oregon Relay 711)

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

Nick Gross coordinates EOCCO's nondiscrimination and civil rights work:

EOCCO

• Name: Nick Gross, Chief Compliance Officer

• Phone: 503-952-5033 (TTY/OREGON RELAY 711)

• Email: compliance@eocco.com

You also have a right to file a discrimination or civil rights complaint with:

Oregon Health Authority (OHA) Civil Rights

• Web: http://www.oregon.gov/OHA/EI

• Email: OHA.PublicCivilRights@odhsoha.oregon.gov

• Phone: 844-882-7889 (TTY/Oregon Relay 711)

• 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

• Email: BOLI_help@boli.oregon.gov

• Phone: 971-673-0764 (TTY/Oregon Relay 711)

• Mail: Bureau of Labor and Industries Civil Rights Division, 800 NE Oregon St., Suite 1045, Portland, OR 97232

Organization: U.S. Department of Health and Human Services Office for Civil Rights (OCR)

• Web: https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf

• Email: OCRComplaint@hhs.gov

• Phone: 800-368-1019 or 800-537-7697 (TTY/Oregon Relay 711)

• Mail: Office for Civil Rights, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201

This free ride guide is available electronically or in paper copy within 5 business days of request at no charge. If you want an electronic copy, just ask and give us your approval to send it. Any format of the ride guide has the same information. We also want the ride guide to be easy to find on our website. It is on the first page. Contact EOCCO to get any type of ride guide at:

• **Phone:** 503-765-3521 or 888-788-9821 (TTY/Oregon Relay 711)

• **Fax:** 503-948-5577

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

• **Web:** https://www.eocco.com/members

We want everyone to have information about EOCCO's care model in a way that they need it. This is free for:

● Members

● Member representatives

● Family members

● Caregivers

Language Access Statements

English

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 1-888-788-9821 or TTY/Oregon Relay 711. We accept relay calls.

You can get help from a certified and qualified health care interpreter.

Spanish

Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 1-888-788-9821 o TTY/Oregon Relay 711. Aceptamos todas las llamadas de retransmisión.

Usted puede obtener ayudar de un intérprete certificado y calificado en atención de salud.

Russian

Вы можете получить это письмо на другом языке, напечатанное крупным шрифтом, шрифтом Брайля или в предпочитаемом вами формате. Вы также можете запросить услуги переводчика. Эта помощь предоставляется бесплатно. Звоните по тел. 1-888-788-9821 или TTY/Oregon Relay 711. Мы принимаем звонки по линии трансляционной связи.

Вы можете получить помощь от аккредитованного и квалифицированного медицинского переводчика.

Vietnamese

Quý vị có thể nhận tài liệu này bằng một ngôn ngữ khác, theo định dạng chữ in lớn, chữ nổi Braille hoặc một định dạng khác theo ý muốn. Quý vị cũng có thể yêu cầu được thông dịch viên hỗ trợ. Sự trợ giúp này là miễn phí. Gọi 1-888-788-9821 hoặc TTY (Đường dây Dành cho Người Khiếm thính hoặc Khuyết tật về Phát âm) Oregon Relay 711. Chúng tôi chấp nhận các cuộc gọi chuyển tiếp.

Quý vị có thể nhận được sự giúp đỡ từ một thông dịch viên có chứng nhật và đủ tiêu chuẩn chuyên về chăm sóc sức khỏe.

Arabic

نستقبل يمكنكم الحصول على هذا الخطاب بلغات أخرى، أو مطبوعة بخط كبير، أو مطبوعة على طريقة برايل أو حسب الصيغة الكاتبة أو المبرقة Oregon Relay 711 المفضّلة لديكم. كما يمكنكم طلب مترجم شفهي. إن هذه المساعدة مجانية. اتصلو على المكالمات المحولة. .يمكنكم الحصول على المساعدة من مترجم معتمد ومؤهل في مجال الرعاية الصحية- 1 -888 -788 -9821

Somali

Waxaad heli kartaa warqadan oo ku qoran luqaddo kale, far waaweyn, farta dadka indhaha aan qabin wax ku akhriyaan ee Braille ama qaabka aad doorbidayso. Waxaad sidoo kale codsan kartaa turjubaan. Taageeradani waa lacag la’aan. Wac 1-888-788-9821 ama TTY/Oregon Relay 711. Waa aqbalnaa wicitaanada gudbinta.

Waxaad caawimaad ka heli kartaa turjubaanka daryeelka caafimaadka oo xirfad leh isla markaana la aqoonsan yahay.

Simplified Chinese

您可获取本文件的其他语言版、大字版、盲文版或您偏好的格式版 **本。您**还可要求提供口译员服务。本帮助免费。致电1-888-788 9821 **或**TTY/Oregon Relay 711。**我**们会接听所有的转接来电。

您可以从经过认证且合格的医疗口语翻译人员那里获得帮助。

Traditional Chinese

您可獲得本信函的其他語言版本、大字版、盲文版或您偏好的格式 。您也可申請口譯員。以上協助均為免費。請致電 1-888-788 9821 或聽障專線 Oregon Relay 711。我們接受所有傳譯電話。

您可透過經認證的合格醫療保健口譯員取得協助。

Korean

이 서신은 다른 언어, 큰 활자, 점자 또는 선호하는 형식으로 받아보실 수 있습니다. 통역사를 요청하실 수도 있습니다. 무료 지원해 드립니다. 1-888-788-9821 또는 TTY/Oregon Relay 711에 전화하십시오. 저희는 중계 전화를 받습니다. - 공인 및 자격을 갖춘 의료서비스 전문 통역사의 도움을 받으실 수 있습니다.

Hmong

Koj txais tau tsab ntawv no ua lwm yam lus, ua ntawv loj, ua lus Braille rau neeg dig muag los sis ua lwm yam uas koj nyiam. Koj kuj thov tau kom muaj ib tug neeg pab txhais lus. Txoj kev pab no yog ua pub dawb. Hu 1-888-788-9821 los sis TTY/Oregon Relay 711. Peb txais tej kev hu xov tooj rau neeg lag ntseg.

Koj yuav tau kev pab los ntawm ib tug kws txawj txhais lus rau tib neeg mob.

Marshallese

Kwomaroñ bōk leta in ilo kajin ko jet, kōn jeje ikkillep, ilo braille ak bar juon wāwein eo eṃṃanļọk ippaṃ. Kwomaroñ kajjitōk bwe juon ri ukōt en jipañ eok. Ejjeļọk wōṇāān jipañ in. Kaaltok 1-888-788-9821 ak TTY/Oregon Relay 711. Kwomaroñ kaaltok in relay.

Kwomaroñ bōk jipañ jān juon ri ukōt ekōmālim im keiie āinwōt ri ukōt in ājmour.

Chuukese

En mi tongeni angei ei taropwe non pwan ew fosun fenu, mese watte mak, Braille ika pwan ew format ke mwochen. En mi tongeni pwan tingor emon chon chiaku Ei aninis ese fokkun pwan kamo. Kokori1-888 788-9821 ika TTY/Oregon Relay 711. Kich mi etiwa ekkewe keken relay.

En mi tongeni kopwe angei aninis seni emon mi certified ika qualified ren chon chiaku ren health care.

Tagalog

Makukuha mo ang liham na ito sa iba pang mga wika, malaking letra, Braille, o isang format na gusto mo. Maaari ka ring humingi ng tagapagsalin. Ang tulong na ito ay libre. Tawagan ang 1-888-788-9821 o TTY/Oregon Relay 711. Tumatanggap kami ng mga relay na tawag.

Makakakuha ka ng tulong mula sa isang sertipikado at kwalipikadong tagapagsalin ng pangangalaga sa kalusugan.

German

Sie können dieses Dokument in anderen Sprachen, in Großdruck, in Brailleschrift oder in einem von Ihnen bevorzugten Format erhalten. Sie können auch einen Dolmetscher anfordern. Diese Hilfe ist gratis. Wenden Sie sich an 1-888-788-9821 oder per Schreibtelefon an Oregon Relay/711. Wir nehmen Relaisanrufe an.

Language Access Statements

Sie können die Hilfe eines zertifizierten und qualifizierten Dolmetschers für das Gesundheitswesen in Anspruch nehmen.

Portuguese

Esta carta está disponível em outros idiomas, letras grandes ou braile, se preferir. Também poderá solicitar serviços de interpretação. Essa ajuda é gratuita. Ligue para 1-888-788-9821 ou use o serviço TTY/Oregon Relay 711. Aceitamos encaminhamentos de chamadas.

Você poderá obter a ajuda de intérpretes credenciados e qualificados na área de saúde.

Japanese

この書類は、他の言語に翻訳されたもの、拡大文字版、点字版、 その他ご希望の様式で入手可能です。また、通訳を依頼すること も可能です。本サービスは無料でご利用いただけます。 1-888 788-9821 または TTY/Oregon Relay 711までお電話ください。電 話リレーサービスでも構いません。

認定または有資格の医療通訳者から支援を受けられます。

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Introduction

Eastern Oregon Coordinated Care Organization (EOCCO) along with Oregon Health Plan (OHP Medicaid) helps members schedule transportation to their medical, dental and behavioral health appointments at no cost. This benefit for our members is called Non-Emergent Medical Transportation (NEMT). EOCCO provides all NEMT services for our members.

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

GOBHI – https://www.gobhi.org/

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

Program Overview

Oregon Health Plan (OHP) offers members transportation to medical appointments.

You can schedule a NEMT trip:

● 24 hours a day

● 7 days a week

● 365 days a year

NEMT is available for EOCCO members to go to Covered Services under the Oregon Health Plan and EOCCO. 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:

● Baker ● Lake ● Gilliam ● Sherman ● Grant ● Umatilla ● Harney ● Union ● Hood River ● Wallowa ● Malheur ● Wasco ● Morrow ● Wheeler

Contact Information and Service Hours

We want you to call our toll-free call center to request a trip. We have local numbers and a toll-free number. You can call most of our EOCCO communities with a local number. There is a toll-free number available to you for any areas where there is not a local number. Our partner agencies also use the toll-free number. Language interpreter services are available at no cost to you.

Brokerage Toll Free 877-875-4657

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 Oregon Relay 7-1-1

EOCCO & GOBHI provide NEMT services to you in the area that you live. We are open Monday through Friday from 8:00 a.m. to 5:00 p.m. (PST).

We 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 – 4th Thursday in November

● Christmas Day – December 25th

If our office is closed, we have a recording to help you.

● It will be in English or Spanish.

● We will also give you info about our service hours.

● We will also tell you to call 911 for an emergency.

● We will call you back if you leave a clear message with your name and phone number. ● We will call you back on the next business day.

● We will keep calling back until we talk to you.

Your Rights

As a NEMT user, you have the right to:

● Receive safe and reliable rides to and from appointments that meet your needs.

● Receive free rides to the closest provider that is able to meet your needs for medical, dental or behavioral health services.

● Ask for 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.

● Receive a written notice if a ride is denied.

● If you feel your ride was denied unfairly, you can ask for a reconsideration, turn in an appeal, ask for a hearing, or ask for all.

● 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 GOBHI of any medical symptoms that may be contagious.

● Call GOBHI 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).

● Request changes to your trips to GOBHI, as drivers can only make stops that GOBHI has approved.

● Request to make an extra stop, such as a pharmacy or another appointment, please call GOBHI before your trip.

Your Privacy

NEMT providers comply with Health Insurance Portability and Accountability Act (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 1 or 2 steps

● Provide you with curb-to-curb, door-to-door, or hand-to-hand service (See page 16)

● 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 get ready for transport (dressing, shoes, jacket)

● Transfer 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 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 Transportation?

We follow OAR 410-141-3920 rules.

You can get transportation from your GOBHI if:

● You are covered by EOCCO through the Oregon Health Plan (Medicaid) in Eastern Oregon.

● You are eligible for services.

● You are traveling to an approved or covered appointment.

● The trip is for a covered service.

○ Note: We do not schedule routine pharmacy-only trips. We may schedule one, though, if there is a medical need. EOCCO works with pharmacy providers to offer you the option of having your prescription drugs delivered directly to your door. To learn more about delivery options call EOCCO Pharmacy Customer Service at 888-474-8539.

● Trips are to the closest available provider that offers the service you need.

● You are traveling to a covered health-related service.

○ For more information about health-related services see your Member Handbook.

● You are a Full Benefit Dual Eligible (FBDE) member, that means you have both Medicaid and Medicare. We will check to make sure your ride is for a service covered by one of these plans.

○ This includes using NEMT to get to a Medicaid or Medicare appointment, even if it is outside of EOCCO's service area, if the covered service is not available in EOCCO's service area and EOCCO helps pay part of the cost(cost-sharing).

● If you are covered by the Compact of Free Association (COFA) Dental Program or the Veteran Dental Program, we only offer transportation for your covered dental visits.

○ These programs are defined in OAR chapter 410, division 200.

Approval of Transportation

If you meet the requirements for transportation, GOBHI will:

● Verify that you are covered by the Oregon Health Plan through EOCCO, are eligible for services, and transportation is a covered NEMT service.

● Determine the best type of transport for your needs.

● Determine 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 meet you at the door or front desk of your pickup location.

The driver will assist you to the door or front desk of your drop-off location.

○ Hand-to-hand: Your driver will meet you and your personal care attendant 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 takes you the rest of the way. If you choose, a personal care attendant can help you.

● Enter the information in our system for tracking.

● Make a decision to approve or deny the trip 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 to GOBHI, EOCCO or another company for your ride, even if the ride payment is denied.

When Calling for Transportation

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

Needed information to schedule a ride:

Full name

Full street address

Phone number or contact number

Doctor /Clinic name

Needed information to schedule a ride:

Doctor /Clinic street address

Doctor /Clinic phone number

Date of appointment

Time of appointment

Pick-up time after appointment

Reason for appointment

You may call to request a trip; you can also have someone else call for you (this is called a Member Representative). A Member Representative can be:

● A Community Health Worker

● A parent, guardian, foster parent or adoptive parent

● Medical providers that you have given permission to request a ride for you

You or your representative may schedule:

● Same day trips

● Trips up to 90 days ahead of time

● Multiple trips for recurring appointments up to 90 days ahead of time

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 trip?

● Is a helper coming with you? If so, what kind of support do they provide?

● If the trip cannot be set up during the first call, we will contact you to let you know the details.

○ What is the best way (phone, email, fax) and time of day to contact you?

If you decide the best type of transportation for you is driver provided rides, we will decide the best type of bus for your trip. We will schedule the ride 17 and confirm the details listed below with you at the time of your call, or at least 2 days before your ride:

● The name of the Driver or Transport Provider

● Phone number of Transport Provider

● The scheduled date and time of pick up

● The address of where you will be picked up and dropped off at

● Time you should be ready

● What type of bus you will have

If the trip is requested less than 2 days before the pick-up time, we will provide you with our phone number, and we may be able to tell you the name and phone number of your NEMT driver or NEMT provider.

What We Need to Know

● If you will have a helper with you

● Parents or guardians must provide an attendant who is 18 years or older to ride with members aged 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, is 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 secure 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 GOBHI. This is to make sure you get the best transport for your needs.

● We provide transportation based on specific needs of the member. EOCCO may approve exceptions to this rule in some cases.

● Out-of-state medical appointments may need to be confirmed prior to the trip.

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

● If you have challenges walking safely

● If your ability to make decisions is compromised

● 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.

Secure medical transportation is required if you are in danger of harming yourself or others, according to OAR 410-141-3940. This transportation will be to a Medicaid enrolled facility that is equipped to treat immediate medical or behavioral health care needs when you are in crisis. When appropriate, one extra attendant can go with you at no charge. Attendants can be a parent, legal guardian, or escort. Reasons for an attendant include:

o To give you medication

o To meet legal requirements

o Other reasons when needed

Types of Trips

GOBHI will schedule the best type of transportation to meet your needs by asking you questions when you schedule your trip.

Your answers will help determine which type of trip will fit you best.

Here are some types of transport you may be offered:

● Public transportation tickets or passes

● Private non-profit transportation companies and drivers

● Public transportation that might be a shared ride, such as Dial-a-Ride

● For profit transportation companies and drivers

● Volunteer drivers

● Mileage Reimbursement, when you or someone you know transports you to your appointment

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

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 schedule changes. Heavy traffic may result in drivers running more than 15 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 bus 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 (Attendant)

If you need an attendant, EOCCO will make sure they meet all standards. This applies if you have special needs, regardless of age.

● EOCCO does not supply an attendant for you

● There is no charge for bringing an attendant

● An attendant may be any adult 18 years and older that is approved by the guardian

● An attendant may be a parent, legal guardian, or escort

● If adult (18+) members have a legal guardian, the guardian must approve of the attendant

Children

There is no charge for an adult attendant.

● An adult attendant must be with children aged 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 13 and older may have an attendant travel with them for free.

● Drivers do not install car seats or booster seats. Car seats and booster seats are required for a person who:

○ Weighs less than 40 pounds and is 4 feet 9 inches or shorter;

○ Is under two and must use a rear-facing child safety seat; and

○ Weighs more than 40 pounds and who is 4 feet 9 inches or shorter, unless the child is secured with a car/booster seat that meets the minimum standards established under ORS 815.055 (the rules establishing standards for safety belts, harnesses, and child safety systems)

● The child's attendant is responsible for bringing the safety seat, installing and removing the safety seat in and from the bus. A driver is not allowed to provide a ride if safety or booster seats are not provided or do not meet legal requirements.

Service Animals

● Service animals are allowed on rides.

● Let us know ahead of time if you plan to bring a service animal.

Travel Costs

EOCCO can help reimburse you for mileage, meals, and lodging, but you must ask for this help before you travel by calling us at 877-875-4657.

Mileage Reimbursement:

We can reimburse you for mileage if you drive or someone else drives you to an Oregon Health Plan covered service. If someone else gives you a ride, EOCCO may reimburse that person for the ride. If the rider is under 18, we can reimburse someone who isn't their parent or guardian to give the ride.

EOCCO does not schedule mileage reimbursement drivers. Please call us at 877-875-4657 or TTY/Oregon Relay 711 before your appointment for information on how to get mileage reimbursement.

Mileage reimbursement is reimbursed at $0.49 cents per mile.

We may also be able to help with meals. You must ask for this ahead of time.

Requirement to meet meal reimbursement must include:

• Travel time that spans 4 hours or more, round trip and

• Travel time would need to start before 6:00 a.m. for the member to make it to their appointment on time or

• Travel time would span the entire time period from 11:30 a.m. to 1:30 p.m. or

• Travel time would end after 6:30 p.m., shortly after the member’s appointment is finished.

Meals can be reimbursed up to:

• Breakfast: $9.00

• Lunch: $10.00

• Dinner: $15.00 or

• if travel occurs over all mealtimes, $34 a day for a member. If an attendant travels with the member they are also eligible for the same meal reimbursement rates.

Lodging Reimbursement:

EOCCO can help with lodging if:

● You are required to begin travel before 5 a.m. to reach your scheduled appointment or

● Your travel from a scheduled appointment that would end after 9:00 p.m. or

● Your healthcare provider has documented a medical need requiring lodging.

● Additional circumstances upon EOCCO approval

Lodging can be reimbursed up to:

● $110.00 per night for client lodging

● $110.00 per night for attendant lodging (if staying in a separate room)

We can also help with mileage, meals, and lodging costs for one attendant to ride with you for any of these reasons:

● The rider/member is a minor child and cannot travel without an attendant

● Your medical provider signs a statement showing the need for you to ride with an attendant

● You are unable to reach your appointment without help for medical reasons

● You would be unable to return home without help after your appointment

● Additional circumstances upon EOCCO approval

Please keep your receipts for lodging, as we will need them to repay you.

You will need to fill out a GOBHI Proof of Healthcare Visit 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 any receipts, if you do not return in the timeframe, we can deny your request

● We will review your form and receipts

● We will send you a check within 14 days once approved

● We will contact you if your request needs more information

○ We have 14 extra days to help you finish an incomplete request.

● We may hold your payment until your repayment amount reaches $10.00

If your reimbursement request is denied for any reason:

● We will give you a Notice of Adverse Benefit Determination (NOABD)

● This will be sent to you within 14 days

If EOCCO overpays, we may recover those funds. This can happen when EOCCO pays you:

● For mileage, meals, and lodging:

o When another resource also paid you or

o Paid for the trip, meal, or lodging provider directly

● When you did not use the money for that purpose, you did not attend the appointment, or if you shared the ride with another EOCCO member who was paid

● For public transportation passes, and you sold or transferred them to another person

Cancellations

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

Service Modifications

The types of rides available to you may change if:

● You have a health condition that can affect the health and/or safety of the driver or other riders

● You travel with an attendant

● You may use public transportation

● You drive or have someone drive you and receive mileage reimbursement

● You use a specific transportation provider

● You threaten to harm the driver or other riders

● You act in a way that may cause providers to refuse to see you, unless the problem could be avoided with changes to your type of ride

● You have frequent no-shows or cancellations

● We will notify you the day of or the day before your ride if there are any changes

● You will get a written response if there are any changes to your service

Bad Weather

We will stay open during bad weather if:

● We have special equipment

● It is safe to travel

Examples of bad weather are very hot or cold, flooding, tornado warnings, heavy snowfall, icy roads, etc.

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 such as renal dialysis and chemotherapy.

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).

Denial of Trips

We may deny a request for a trip based on program rules. If we do, we will call you and give you denial information over the phone.

All denials are also reviewed by a manager.

Then we will mail you a denial letter. It is also called a Notice of Adverse Benefit Determination (NOABD). We will send it within 72 hours of the denial. We will mail the letter to:

● You and your network provider if they requested your trip; and

● The letter will explain the rules and the reason for the denial.

Complaints, Appeals and Fair Hearings

EOCCO makes sure all members have access to a grievance system (complaints, appeals and hearings). We try to make it easy for members, representatives, and providers to file a complaint or appeal and get info on how to file a hearing with the Oregon Health Authority. This is your right.

Let us know if you need help with any part of the complaint, appeal, and/or hearings process. We can also give you more information about how we handle complaints and appeals. Copies of our notice template are also available. If you need help or would like more information beyond what is in the Rider Guide, contact us at:

EOCCO Customer Service, 888-788-9821, TTY/Oregon Relay 711

Hours: Monday-Friday, 7:30 a.m. to 5:30 p.m. Pacific Time

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

Get information in another language or format.

You or your representative can get member materials like this ride guide in other languages, large print, Braille or any format you prefer. You will get materials within 5 days of your request. This help is free. Every format has the same information.

You can make a complaint, also called a grievance.

If you are not happy with EOCCO, NEMT services, your healthcare services, or your provider, you can complain or file a grievance. You have a right to make a complaint if you are not satisfied with any part of your care. We will try to make things better. Just call EOCCO Customer Service at 888-788 9821 (TTY/Oregon Relay 711), or:

Write:

EOCCO, Attn: Appeal Unit Unit, 601 SW Second Ave., Portland, OR 97204, Fax: 503-412-4003

You may also find a complaint form here:

● English: https://www.eocco.com/ /media/EOCCO/PDFs/eocco_complaint_form.pdf

● Spanish: www.eocco.com/-/media/ EOCCO/PDFs/Member/Resources/ complaint_formSpanish.pdf

You can file a complaint about any matter other than a notice of denial (NOABD) and at any time orally or in writing.

Examples of reasons you may file a complaint or grievance are:

● Problems making appointments or getting a ride

● Problems finding a provider near where you live

● Not feeling respected or understood by providers, provider staff, drivers or EOCCO

● Care you were not sure about, but got anyway

● Bills for services you did not agree to pay

● Disputes on EOCCO extension proposals to make approval decisions

● Driver or bus safety

● Quality of the service you received

● Problems getting services you want or need

● Problems about your rights

A representative or your provider may make (file) a complaint on your behalf, with your written permission to do so.

We will look into your complaint and let you know what can be done as quickly as your health requires. This will be done within 5 business days from the day we got your complaint.

If we need more time, we will send you a letter within 5 business days. We will tell you why we need more time. We will only ask for more time if it's in your best interest. All letters will be written in your preferred language. We will send you a letter within 30 days of when we got the complaint explaining how we will address it.

If you are unhappy with how we handled your complaint or grievance, you can share that with the Oregon Health Authority's Client Services Unit at 800 273-0557 or please reach out to the OHA Ombuds Program. The Ombuds are advocates for OHP members and they will do their best to help you. Please email OHA.OmbudsOffice@dhsoha.state.or.us or leave a message at 877-642-0450.

Another resource for support and services in your community is 211 Info. Call 2-1-1 or go to the 211 Info website for help.

EOCCO, its partner agencies, and participating providers cannot:

● Stop a member from using any part of the grievance and appeal system process or take punitive action against a provider who asks for an expedited result or supports a member's appeal.

● Encourage the withdrawal of a grievance, appeal, or hearing already filed; or

● Use the filing or result of a grievance, appeal, or hearing as a reason to react against a member or to request member disenrollment.

If you are unhappy, you may also submit the same grievance to both EOCCO and GOBHI NEMT.

You can ask us to change the decision we made.

This is called an appeal.

If we deny, stop, or reduce a medical, dental or behavioral health service, we will send you a denial letter that tells you about our decision. This denial letter is also called a Notice of Adverse Benefit Determination (NOABD). We will also let your provider know about our decision.

If you disagree with our decision, you have the right to ask us to change it.

This is called an appeal because you are appealing our decision.

Follow these steps if you do not agree with our decision:

Step Action

Step 1 **Ask for an appeal.**

You must ask within 60 days of the date of the denial letter (NOABD).

Call us at 888-788-9821 (TTY/Oregon Relay 711) or use the Request to Review a Health Care Decision form. The form was sent with the denial letter. You can also get it at https://bit.ly/request2review

You can also fax the form to 503-412-4003.

EOCCO can also help you write your appeal.

Who can ask for an appeal?

You or someone with written permission to speak for you. That could be your doctor or an authorized representative.

To help your appeal, you have the right to:

● In person or in writing:

○ Share information and testimony

○Give legal and fact-based arguments

● Within the appeal timeline

Step 2 **Wait for our reply.**

Once we get your request, we will look at the original decision. A new doctor will look at your medical records and the service request to see if we followed the rules correctly. You can give us any more information you think would help us review the decision.

How long do you get to review my appeal?

We have 16 days to review your request and reply. If we need more time, we will send you a letter. We have up to 14 more days to reply.

What if I need a faster reply?

You can ask for a fast appeal. This is also called an expedited appeal. Call us or fax the request form. The form was sent with the denial letter. You can also get it at https://bit.ly/request2review. Ask for a fast appeal if waiting for the regular appeal could put your life, health or ability to function in danger. We will call you and send you a letter, within 1 business day, to let you know we have received your request for a fast appeal.

How long does a fast appeal take?

If you get a fast appeal, we will make our decision as quickly as your health requires, no more than 72 hours from when the fast appeal request was received. We will do our best to reach you and your provider by phone to let you know our decision. You will also get a letter.

At your request, if we need more time, we may extend the timeframe for up to 14 days.

If a fast appeal is denied or more time is needed, we will call you and you will receive written notice within 2 days. A denied fast appeal request will become a standard appeal and needs to be resolved in 16 days or possibly be extended 14 more days.

Step 3 **Read our decision.**

We will send you a letter with our appeal decision. This appeal decision letter is also called a Notice of Appeal Resolution (NOAR). If you agree with the decision, you do not have to do anything.

Still don’t agree? Ask for a hearing.

If we took too long or our appeal decision is harmful to you, it is your right to ask the state to review the appeal decision. This is called asking for a hearing. It is your right to ask for a hearing. You must ask for a hearing within 120 days of the date of the appeal decision letter (NOAR).

What if I need a faster hearing?

You can ask for a fast hearing. This is also called an expedited hearing.

To ask for a normal hearing or a faster hearing, call the state at 800-273-0557 (TTY/Oregon Relay 711) or use the request form that was sent with the letter. Get the form at https://bit.ly/request2review.

You can send the form to:

OHA Medical Hearings, 500 Summer St NE E49, Salem, OR 97301, Fax: 503-945-6035

The state will decide if you can have a fast hearing 2 working days after getting your request.

Who can ask for a hearing?

You or someone with permission to speak for you. That could be your doctor or an authorized representative. They don't need permission in writing.

What happens at a hearing?

At the hearing, you can tell the Oregon Administrative Law judge why you do not agree with our decision about your appeal. The judge will make the final decision.

Questions and answers about appeals and hearings:

What if I don't get a denial letter? Can I still ask for an appeal?

You have to get a denial letter before you can ask for an appeal.

If your provider says that you cannot have a service or that you will have to pay for a service, you can ask us for a denial letter (NOABD). Once you have the denial letter, you can ask for an appeal.

What if EOCCO doesn't meet the appeal timeline?

If we take longer than 30 days to reply, you can ask the state for a review. This is called a hearing. To ask for a hearing, call the state at 800-273 0557 (TTY/Oregon Relay 711) or use the request form that was sent with the denial letter (NOABD). Get the form at https://bit.ly/request2review.

Can someone else represent me or help me in a hearing?

You have the right to have another person of your choosing represent you in the hearing. This could be anyone, like a friend, family member, lawyer, or your provider. You also have the right to represent yourself if you choose. If you hire a lawyer, you must pay their fees.

For advice and possible no-cost representation, call the Public Benefits Hotline at 800-520-5292; TTY/Oregon Relay 711. The hotline is a partnership between Legal Aid of Oregon and the Oregon Law Center. Information about free legal help can also be found at OregonLawHelp.com

Can I still get the benefit or service while I'm waiting for an appeal or hearing decision?

If you have been getting the benefit or service that was reduced or denied and we stopped providing it, you can ask us to continue it. This is your right to ask.

You need to:

● Ask for this within 10 days of the date of the denial letter (NOABD) or by the date this decision is effective, whichever is later.

● Use the Request to Review a Health Care Decision form. The form was sent with the letter. You can also get it at https://bit.ly/request2review.

● Answer “yes” to the question about continuing services on box 8 on page 4 on the Request to Review a Health Care Decision form.

Do I have to pay for the continued service?

If you choose to still get the denied benefit or service, you may have to pay for it. If we change our decision during the appeal, or if the judge agrees with you at the hearing, you will not have to pay. If we change our decision and you were not receiving the service or benefit, we will approve or provide the service or benefit as quickly as your health requires. We will take no more than 72 hours from the day we get notice that our decision was reversed.

What if I also have Medicare? Do I have more appeal rights?

If you have both EOCCO Medicaid and Medicare, you may have more appeal rights than those listed above. Call Customer Service at 888-788 9821 (TTY/Oregon Relay 711) for more information. You can also call Medicare at 800-633-4227 to find out more on your appeal rights.

Need help with our Grievance and Appeal System?

Contact EOCCO Customer Service at 888-788-9821 or TTY/Oregon Relay 711 for more info about our Grievance and Appeal System and related:

● Policies and Procedures

● Notice Letters

● Forms

Frequently Asked Questions

When do I call for a trip?

● It is best to book a trip ahead of time.

● Call us 2 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 6 months at a time.

What if I need a same day trip?

● For short notice same day trips, call right away.

● For immediate ride need, call right away.

● We will make every effort to get you transportation.

How do I schedule a trip?

● Call GOBHI at 877-875-4657.

How do I cancel a trip request?

● Call GOBHI at 877-875-4657 and speak with a Call Taker.

● The earlier you tell the program of a canceled trip, 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.

Things to know for my trip.

● Drivers will make their presence known once they arrive and will wait at least 15 minutes past the pick-up time. If you are not present, the driver must call dispatch prior to leaving.

● There is a 30-minute scheduled window to pick you up.

● If your driver arrives after your scheduled pickup time, the driver is considered late.

● Your driver may arrive before your pickup window, but you do not need to board the bus before your pick-up window.

● Your pickup time allows for enough travel time to get you there on time to check-in and prepare for your appointment.

● You do not have to arrive at your appointment more than 1 hour before your appointment time.

● You will not have to wait more than 15 minutes for pickup.

● You will be dropped off at the time you need, and at least 15 minutes before your appointment time.

● You may be dropped off more than 15 minutes before a building opens if you or your guardian, representative, or parent requests it.

● No pickup more than 15 minutes after a building closes unless the appointment is not going to end within 15 minutes of closing, or you or your guardian, or parent, or representative make a request.

● All appointments have pre-arranged times for pick up

● If an appointment goes long or does not have an end pick up time you can call and be picked up within the hour.

● Drivers will drop you off 15 minutes or more before your appointment time to avoid a late drop-off.

Backup Plans

We will arrange for another driver, another company, or public transportation buses if:

● The driver is more than 15 minutes late.

● The type of ride you need is not available.

NEMT Driver and Vehicle Standards

All drivers will have a valid Driver License. They will also complete the pre-hire process, screenings, and background checks. They will receive safety training before they can drive.

You can expect the bus:

● To be clean and free of debris

● To be smoke, aerosolizer, and vaporizer free at all times. This is required by laws ORS 433.835 to 433.990 and OAR 333-015-0025 to 333-015-0090

● To be serviced and inspected each year to make sure they meet all local, state, and federal transport laws for safety and comfort

● To have a first aid kit

● To have a fire extinguisher

● To have seatbelts for all riders

● To have roadside reflective or warning devices

● To have a flashlight

● To have tire traction devices when appropriate

● To have disposable gloves

● To have a hands-free mobile phone or tablet

● To have all items needed to transport members with wheelchairs or stretchers, following the Americans with Disabilities Act of 1990 (as amended) (ADA), Section 504 of the Rehabilitation Act of 1973, and Oregon Revised Statute 659A.103

● To meet all local licensing and permit requirements

● To be in good working condition, and to have:

• Side and rear-view mirrors

• A horn

• Heating and air conditioning

• Working turn signals, headlights, taillights, and windshield wipers