



## Member Non-Emergent Medical Transportation Services

All Health Share members have access to Non-Emergent Medical Transportation (NEMT) services in order to access appointments for services covered by Health Share. These services are available through Ride to Care. You can schedule rides on behalf of your Health Share clients to ensure that they can access your services.

**Trips are available 24 hours a day, 7 days a week, 365 days a year.**

### Trip Scheduling

#### How to Schedule

**Phone operators are available 24/7**

Call: (855) 321-4899 (711 TTY/TDD) or (503) 416-3955

For hospital discharges, please call (503) 765-9282 and press 1

#### Trips in Advance

You can plan a one-time trip up to 60 days in advance and recurring trips can be planned further out for members who are receiving long-term treatment.

#### Same-Day or Next-Day Trips

We request that you plan trips at least 48 hours in advance. You can also plan same-day or next-day trips if:

- The patient's provider wants to see them the same day. This can include trips for lab work or other tests.
- The patient needs to visit urgent care, because the patient is sick and their provider is out.
- The patient is pregnant and is visiting their OB/GYN, primary care provider, or urgent care.
- The patient's provider refers them to a specialist for a same-day or next-day visit.
- The patient is going home from a hospital stay.

For all other trips, please call and plan a trip at least 48 hours before the

### What to Expect

#### What You Will Need to Know to Schedule a Trip

We will make sure the patient is enrolled with Health Share, and verify that the trip is for a covered service. The first time you call, we will get the patient set up in the system.

To plan a trip for a patient, please have the following information ready:

- Health Share ID number
- Member's Name, date of birth, phone number, and current home address
- Time and date of pick-up for appointment
- Name, address and phone number of health care provider

- Dimensions of mobility device (if applicable)
- Any special needs the member may have such as a cane, wheelchair, oxygen, etc.
- Let us know if the patient will need extra help getting in and out of the car

### Types of Trips

Our goal is to make sure every member gets the right type of trip assistance for their needs.

#### Types of trip assistance include:

- Help paying for gas if the patient, or a friend or family member, is able to drive to an appointment
- Tickets to ride the bus or MAX
- Rides in taxis, wheelchair accessible vehicles, stretcher vans, and non-emergent ambulance
  - You can assign a pick-up and drop-off time for each ride request
  - The driver will arrive within 15 minutes (+ / -) of the pick up or drop-off time
  - For a will-call ride at the end of an appointment, the driver will arrive within 60 minutes of the call.

### Confirming, Rescheduling, or Cancelling a Ride

Please provide the trip number when making changes to the patient's ride request. The trip number will be given to you or the patient when the ride is first scheduled.

### Questions, Complaints, and More Information

If you have a comment or complaint about Ride to Care's service, please call us right away. Ride to Care works with Health Share and our transportation partners to resolve every complaint. You can call Ride to Share at (855) 321-4899 (711 TTY/TDD) or (503) 416-3955

If you have a comment that you do not want to share with Ride to Care, you can call Health Share Customer Service at (888) 519-3845 (711 TTY/TDD) or (503) 416-8090

**For more information, please visit our Ride to Care website at**  
[http://ridetocare.com/.](http://ridetocare.com/)