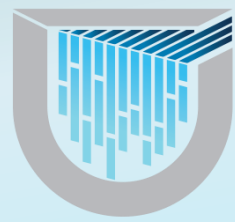


April 2021



UMPQUA HEALTH  
ALLIANCE



# Riders Guide: Non-Emergent Medical Transportation



OHP-UHA-21-011

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تلفن: ۲۲۹-۴۸۴۲-۵۴۱

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## **Table of Contents**

Words to Know .....	9
Welcome.....	10
Who Can Receive Free Rides.....	10
Service Hours.....	10
Types of Rides.....	10
Scheduling a Ride.....	11
Contingency Plan for Peak & Bad Weather Transportation.....	12-13
When to Be Ready.....	14
Cancellations, Rescheduling, or No-Shows.....	14
Urgent Rides.....	15
Ride Denials.....	15
Appeals.....	15
Filing a Complaint.....	15
Complaint (Grievance) and Appeal Resolutions .....	15
Mileage Reimbursement.....	16
Meals and Lodging Reimbursement.....	16
Refund Rates.....	17
Member Billing .....	17
What to Expect from Your Driver.....	17
Unfair Treatment.....	18
Safety Belts and Car Seats.....	19
Attendants.....	19
Children.....	19
Wheelchair and Other Mobility Aids.....	20
Services Animals and Companion Animals.....	20
Privacy Policy.....	21
NEMT Policies .....	21
How UHA Makes Sure You Are Safe .....	22
Passenger Rights and Responsibilities.....	23-26
Frequently Asked Questions.....	27





## Words to Know

**Appeal**— When you ask your plan to review a decision the plan made about covering a health care service. If you do not agree with a decision the plan made, you can appeal it and ask to have the decision reviewed.

**Attendant**— Someone whose job is to help others.

**Bad Weather** — Severe heat or severe cold. Flooding or tornado warnings. Heavy snow or icy roads.

**Bay Cities Brokerage**—UHA's contracted Non Emergent Transportation (NEMT) provider.

**CCO—Coordinated Care Organization.** A CCO is a local group of health care providers. They are doctors, counselors, nurses, dentists and others who work together in your community. CCOs help make sure OHP members stay healthy.

**CFR—Code of Federal Regulations.** Published list of the general rules and laws.

**Complaint**—An statement of dislike about a plan, provider or clinic. The law says CCOs must respond to each complaint.

**Corrective Action Plan**— A document telling how a specific situation will be changed. This is to better meet the goals of a company.

**Denial**—A PA request that is denied, stopped, or reduced.

**Emergency**— An illness or injury that needs care right now. A physical health example is bleeding that won't stop or a broken bone. A mental health example is feeling out of control or feeling like hurting yourself.

**Emergency Medical Transportation**— Using an ambulance to get to care. Emergency medical technicians (EMT) give you care during the ride or flight. This happens when you call 911.

**FBDE— Full Benefit Dual Eligible.** Members who are eligible for Medicare and Medicaid.

**Grievance**—A complaint about a plan, provider, or clinic. CCO's must respond to each complaint.

**Mass Transit**—Public transport. Like buses and subway trains.

**Medically Necessary**—Services and supplies that your doctor says you need. You need them to prevent, diagnose, or treat a condition or its symptoms. It can mean services that a provider accepts as standard treatment.

**Member**—Someone eligible for UHA or NEMT services.

**NEMT—Non-Emergent Medical Transportation.** Rides given for medical situations that are not an emergency.

**No-Show**—When you do not show up, or cancel, a scheduled ride.

**Oregon Administration Rules (OAR)**—Official rules set by Oregon state laws.

**Oregon Health Authority (OHA)**—The state agency that is in charge of OHP and other health services in Oregon.

**Oregon Health Plan (OHP)**—Oregon's medical assistance program. It helps people with low incomes get access to care.

**Participating Providers**—Transport providers, or transport drivers.

**Passenger**—Person who travels in a vehicle who is not the driver.

**Policy**—A plan of action followed by a business.

**Preapproval (Preauthorization, PA, or Prior Authorization)**— Permission for a service. This is usually a document that says your plan will pay for a service. Some plans and services require this before you get the care.

**Refund**—The act of paying back. The money that is paid back.

**Secure Transport**—NEMT services for the involuntary ride of members who are in danger of harming themselves or others.

**Transportation Driver**—The person who is hired to drive you to your appointments and back home.

**Trip**—Transport from point of pick-up to the drop off point.

**Umpqua Health Alliance**—A managed care plan for the Oregon Health Plan that serves Douglas County.

**Urgent**— Care that you need the same day. It could be for serious pain, to keep you from feeling much worse, or to avoid losing function in part of your body.

**Bay Cities Customer Service**

Toll Free 1-877-324-8109 | TTY 711

www.bca-ride.com



## Welcome!

Umpqua Health Alliance (UHA) works with Bay Cities Brokerage (BCB) to give rides to medical appointments and other medical services. This Riders Guide is to help you understand how Non-Emergent Medical Transportation (NEMT) works. This is so you know when and how to use this service. You can get this in paper form without charge at any time. We will mail it to you within 5 business days. You can also find this on our website at [www.umpquahealth.com](http://www.umpquahealth.com). Hover over OHP Members drop down menu and select “Riders Guide”.

## Who Can Receive These Rides?

Any UHA member that is currently active can receive rides for covered OHP services. No matter which plan you signed when you applied. Prior to your ride being scheduled, BCB will confirm that you are active on UHA.

These rides are available for members who need help getting to and from a covered service. This is free of charge. You can use this service to even go to the pharmacy to pick up your medicines.

Full Benefit Dual Eligible (FBDE) members are also able to receive rides through BCB. They will confirm that you are able to get a ride and that the service is covered through your Medicare plan or Medicaid plan.

## Service Hours

BCB's call center is open Monday through Friday 8:00 am to 5:00 pm. Please call them at their Toll Free number to schedule an appointment. If calling after hours, there is a 24 hour hotline available.

Medical trips are covered and provided 24 hours a day, 365 days a year. In accordance with OAR 410-141-3920:

- Same day for NEMT Services,
- Up to 90 days in advance,
- Multiple NEMT services at one time for multiple appointments up to 90 days in advance.

After hours, weekends, or holidays may be more difficult to arrange. If you have an appointment during that time, please make sure to call BCB ahead of time. They will need to arrange a ride for you.

## Types of Rides

BCB will work with you to provide you the best ride to fit your medical needs. The following are ride options available:

- Bus (tickets or passes) or Mass Transit
- Wheelchair Van
- Sedan
- Secure Transport
- Stretcher Car
- Mileage Reimbursement

They will schedule and assign the trip to an appropriate NEMT provider after approving the ride.

BCB is a shared ride program. This means that other passengers may be picked up or dropped off along the way. When possible, you may also be asked to schedule multiple appointments on the same day to avoid repeat trips.

Secure Transport is provided to members who are unable to be transported by any other means due to a mental health crisis. This can be for someone who is in a crisis or at immediate risk of harming themselves or others due to a mental or emotional problem or substance abuse. This type of transportation means that members may need to be restrained during the transport.



## Scheduling A Ride

To get a ride with BCB, please call their Toll Free number. Their local number is 541-672-5661. BCB prefers NEMT services be scheduled at least two business days ahead. However, they may be scheduled up to 90 days ahead of time. They will also schedule same day NEMT trips if needed. You can schedule more than one trip at a time for all of your appointments. Your ride will be approved and scheduled, or denied, within 24 hours of the request. The time-frame can be reduced as needed. BCB will make all efforts for members to have access to NEMT services 24 hours a day.

You can call BCB Monday through Friday 8:00 am to 5:00 pm. There is a 24 hour answering service available if you need help after normal business hours.

For Emergency Room Trips, please call 911.

When calling BCB, please make sure to have the following ready. This is so they can schedule your trip to meet your needs:

- Your name,
- Your address,
- Your phone number,
- Doctor or office's name,
- Doctor or office's phone number,
- Date and time of your appointment,
- Return pick up time after appointment,
- Reason for the appointment (to check if it is a covered service),
- Special care for behavioral health needs,
- Any special mobility needs (a wheelchair, a wheelchair lift, or you will have your service animal),
- Directions to get to your home or appointment.



BCB will make sure your driver will have all of your information before pick up. They will schedule your pick up with enough time to get you to your appointment. They will make sure you arrive no less than 15 minutes early. This is to prevent a late drop off.

If scheduling for a minor, BCB will need to know the child's personal information. They will also need the information for the adult who will be joining them. For more information, please see the children section on page 14.

If you are over the age of 18 and have a Member's Representative, they can schedule the ride for you. This can include a Community Health Worker (CHW), foster parent, parent, care taker, or any other delegated provider. If you want to limit who can schedule rides for you, please let BCB know. They will put in your profile a special password set by you.



## Contingency Plan for Peak & Bad Weather Transportation

In times of bad weather, BCB takes safety measures to make sure you can get to your appointment safely. This is called the Bad Weather Plan. This plan takes effect when there is severe heat, severe cold, flooding, tornado warnings, heavy snowfall, or icy roads. In this weather, it may be too unsafe to drive you to your appointment. BCB will make every effort to change the type of ride to match the weather. They will work with providers, medical facilities, and you to change ride plans if the weather is unsafe to travel in.



When bad weather hits, BCB is in charge of keeping up with changing weather. They do this by staying up to date with state highway patrol websites and local news. This, along with risk assessments, BCB will decide if it's safe to continue with the scheduled ride.

During bad weather, you may still get rides if you need critical medical care. This includes renal dialysis, radiation, and chemotherapy.

If, due to weather or unsafe roads, the drivers are unable to take you, BCB will contact you to let you know. They will work with you to reschedule the ride for when it is safe to travel.

Below is a color coded chart to explain the levels of the Bad Weather Plan.

### Green—No Hazards

- Everything is normal.

### Yellow—Possible Delays

- Some remote areas in Douglas County have unsafe weather. There may be some delays in these areas. Services will happen only on the streets that had snow removal.
- If public transport and drivers are running. Riders who do not have critical medical needs are either unable and or unwilling to use the scheduled ride because of bad weather.
- The riders will be allowed to reschedule their appointment for another day at no cost to them.
- BCB will make every effort to find a driver that is capable of providing the trip requested for all urgent rides.
- Sudden peak transport demands may require BCB to use back up plans.

Bad Weather Plan continued on next page



## Contingency Plan for Peak & Bad Weather Transportation Continued

### **Amber—Limited Services**

- Some areas have unsafe roads. If rides cannot be provided due to these conditions or lack of resources, trips will be cancelled. Members will need to reschedule all rides.
- Transportation is slowed. Public transport and drivers remain in use. For public transportation, the minimum requirement for walking distance is waved.
- BCB will make every effort to provide non-emergency medical transportation to life threatening medical services such as dialysis, chemotherapy, radiation, etc. during bad weather. Rides will resume as roads clear and become safe.

### **Red—Service Cancelled**

- If there is a State of Emergency declared in Douglas County, BCB will not be fully staffed. Dialysis patients will need to listen to the news and follow emergency plans for help. Dialysis patients should call 911 IF their condition becomes an emergency. Members should reschedule non-urgent trips if roads are unsafe or are closed. Roads may be closed due to orders from State or Local Police. Rides will resume as roads clear and become safe.
- When the weather is severe, the drivers notify BCB that they are no longer going to be providing rides for the day. If this happens:
- BCB will attempt to let everyone that has a scheduled ride for that day know. They will help them reschedule their appointment.
- High risk trips will be given to drivers that are able to make the trip safely.
- BCB will make every effort to find a driver able to drive in these conditions to provide urgent rides.
- If a driver is found, they will confirm that your appointment was not cancelled or rescheduled before providing the ride. If the appointment has been cancelled or rescheduled, the trip will be cancelled. You will be asked to reschedule your ride.
- BCB will cancel non-urgent rides.
- In these cases, you will not be considered a no show and you can reschedule for another day.







## When to Be Ready

It's very important to make sure you are ready for your appointment. When you schedule your ride, the representative will give you the time when your driver will arrive. The transportation driver may arrive 15 minutes before, or 15 minutes after your scheduled pick-up time. Please make sure to give yourself enough time when scheduling to allow for this extra time. If your driver does not arrive in that timeframe, please call BCB right away.

For return trips, once you call the driver to let them know you're ready to be picked up, they will meet you within one (1) hour. Return trips can not be pre-scheduled. If they do not pick you up in that timeframe, please call BCB right away.

If you miss your scheduled ride, you **MUST** call BCB at the number at the bottom of the page. Do **NOT** call the transportation driver to reschedule.

If you are not ready when the driver arrives, they will wait 15 minutes. After 15 minutes, the driver may go to their next scheduled pickup and you will need to reschedule with BCB.

If your driver arrives before your scheduled pickup, you do not have to leave early. The 15 minutes will start at the scheduled pickup time.

BCB drivers are not permitted to drop you off more than 15 minutes of the business opening or closing.

## Cancellations, Rescheduling, or No Shows

If you need to cancel or reschedule your ride, call BCB as soon as you can. This is so that the driver can be notified. Do **NOT** call the driver directly. BCB will do their best to adjust to any sudden schedule changes.

You can call to cancel or reschedule Monday through Friday, 8:00 am to 5:00 pm.

If you are not ready for your pick up time and you didn't call BCB to cancel your ride, it will be treated as a no show.

If you call BCB to cancel your ride and the driver is on their way, this will also be treated as a no show.

Many no show's may end up in BCB refusing rides. It is very important that you make every effort to cancel your ride. Please do this within a reasonable time before the scheduled pick up. Failure to do so can result in the lack of available rides to other customers.

The following service changes can happen if you keep no showing:

- Limiting the number of rides you can schedule at a time,
- Limiting how far ahead you can schedule rides,
- Limit you to a specific NEMT provider,
- Only allow you to use mileage reimbursement.

The following may also cause changes to your ride services:

- A member has a health condition that is a direct threat to the driver or others in the vehicle,
- A member threatens harm to the driver or others in the vehicle,
- A member engages in behavior or creates situations that puts the driver or others in the vehicle at risk of harm.





## Urgent Rides

If you have an emergency, call 911. BCB and UHA cannot arrange emergency ambulance rides.

If you need to go to the Urgent Care and be seen right away, urgent rides can be set up if available. If you are in need of an urgent ride, please contact BCB at the number at the bottom of the page.

## Ride Denials

Some rides may not be covered because UHA has not approved it. For example: You want to go to a doctor that is not in Douglas County. UHA needs an approved prior authorization (PA) before a ride can be approved. To find out if you have an approved PA, you can call your doctor or UHA's Customer Care at the number at the top of the page.

You may also get a ride denial if you have been put on a limited ride policy because of too many no shows. See page 9 to learn about the no show policy.

BCB will either approve and schedule, or deny your ride within 24 hours of receiving the request. If your ride is denied, you will receive a Notice of Action Benefit Denial (NOABD) letter.

Before mailing out your NOABD, UHA must provide a second review by another employee when the first reviewer denies the ride. UHA will send out the NOABD within 72 hours of the denial. This letter will go out to you, and the provider or other third party you were scheduled to see.

## Appeals

There are times when requests for NEMT will be denied. Members have the right to file a grievance or appeal about anything related to their services. All members will be provided a letter if their ride is denied.

If you do not agree with the reason BCB denied your ride, call them to file an appeal. Their number is listed below. You may also file an appeal with UHA by calling Customer Care at the number above.



## Filing a Complaint

If you are unhappy with BCB or UHA, you are encouraged to file a complaint or grievance. We will try to make it right. Just call UHA's Customer Care at the number at the top of the page to have us file a complaint on your behalf. You can request a complaint form to be mailed to you. You can also send us a letter letting us know about what has happened. Please send these letters to:

**Umpqua Health Alliance**  
500 SE Cass Ave, Suite 101  
Roseburg, OR 97470

## Complaint (Grievance) and Appeal Resolutions

UHA directs members (and passengers) to follow the grievance and appeal system for NEMT services which can include:

- Denial of NEMT services in full or in part,
- Driver or vehicle safety,
- Quality of services,
- Appropriateness of services,
- Access to services.

Appeals and complaints include those received from members, medical providers or facilities, with member consent. A grievance may be filed at any time.

If UHA delegates its NEMT services to another company (like a taxi service), neither one of them will stop you from making a complaint. You may also file or submit the same complaint to both the NEMT provider and UHA. UHA will document, respond, address, and resolve all member complaints and appeals provided by UHA or BCB.

Complaints and appeals are recorded within UHA and reviewed by the Appeals and Grievances team. Complaints are tracked based on their nature. This includes any known provider involved. UHA will look into and resolve all complaints within 30 calendar days. The member will get a letter about the outcome.

**Bay Cities Customer Service**  
Toll Free 1-877-324-8109 | TTY 711  
www.bca-ride.com

## Mileage Refunds

BCB provides mileage refunds if you are able to get yourself to your appointment. This includes using your own car, or getting a ride from someone else. To receive this reimbursement, you will need to fill out the Reimbursement Verification Form. This form and the instructions can be mailed to you upon request. You can also find it on BCB's website <http://www.bca-ride.com>. **Before you can receive mileage refunds, the request must have prior approval from BCB or they will not be processed.** Please provide at least 48 hour notice for all out of county requests and no less than 24 hours for in county. **Any requests for refunds to the emergency room will not be approved.**



The form will need to be taken with you to your appointment and get an authorized signature. Upon completion, you will mail the form to:

**Bay Cities Brokerage**  
3505 Ocean Blvd SE  
Coos Bay, OR 97420

You can also drop it off in person to:

**Bay Cities Ambulance—Roseburg**  
1290 NE Cedar St  
Roseburg, OR 97471

Once BCB receives your signed form, please allow up to 30 days for processing. All forms must be returned within 45 days of your appointment.

## Meals and Lodging Refunds

If you have an appointment that is outside of Douglas County, you may be eligible for meals and/or lodging reimbursement.

**Meal Reimbursements** are received if the travel time is a minimum of four (4) hours outside of your local area.

**Lodging Reimbursements** are available if the travel time begins before 5:00 am in order to reach your appointment, or if the travel from your appointment would end after 9:00 pm.

**Please see the reimbursement rates section on page 12 for more information.**



## Refund Rates

The refund rates are calculated as followed:

- Mileage Refund:
  - \$0.25 a mile
- Meal Refund:
  - Breakfast: \$3.00—Travel must begin before 6:00 am,
  - Lunch: \$3.50—Travel must span the entire period from 11:30 am to 1:30 pm,
  - Dinner: \$5.50—Travel ends after 6:00 pm,
  - You do NOT need to submit receipts for your meals.
- Lodging Refund:
  - Lodging amount: \$40.00 per night,
  - Lodging will not be refunded if the trip can be made in one day. Also, for multiple appointments on different days when they can be scheduled on the same day.

For more information about BCB Refund Policy and rates, please contact them at the number at the bottom of the page.

## Member Billing

UHA members do not have to pay for covered services even if UHA or it's contracted transportation provider denied reimbursement for the transportation service. This includes getting a ride through BCB. If BCB sends you a bill, please contact UHA's Customer Care at the number listed above and we will help you get the bill cleared up.

UHA does not have any cost-sharing for NEMT services.

## What to Expect from Your Driver

When your transportation driver arrives, they may come to the door of your home or the main entrance to your doctor's office to let you know that they have arrived. If needed, they can assist you into or out of the vehicle.

The driver may also help you into the main entrance to your doctor's office. However, they cannot assist you into the medical rooms or any other areas of the building. If you require further assistance, you may ask the office staff for help. If you have a personal care attendant, they can also help you. For more information about a personal care attendant, please see page 14 of this guide.

The transportation drivers are not allowed to enter your room, except for hospital discharges or stretcher transports.

These drivers do not help transfer you between a bed to a wheelchair or wheelchair to vehicles. Some drivers will not be able to help you up or down stairs if you are in a wheelchair. If you use a wheelchair, please inform BCB when you schedule your ride of any special requirements you may have. This is to ensure that an appropriate driver is scheduled for you.

Drivers are not allowed to request, or accept cash, fairs, or tips for your ride.

When there is a scheduled ride and the driver arrives, they will let the passenger know. The driver is required to wait at least 15 minutes after the scheduled pick-up time. If the passenger is not ready by that time, the driver will call BCB Customer Service and let them know before they leave.



## Unfair Treatment

Do you think UHA or a provider treated you unfairly? We must follow State and Federal Civil Rights laws. We cannot treat people unfairly in any program or activity because of a person's:

- Age
- Color
- Disability
- Gender identity
- Marital status
- National origin
- Race
- Religion
- Sex
- Sexual orientation

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

To report your concerns or get more information please contact our diversity, inclusion and civil rights executive manager:

**Web:** [www.umpquahealth.ethicspoint.com](http://www.umpquahealth.ethicspoint.com)  
**Email:** [compliance@umpquahealth.com](mailto:compliance@umpquahealth.com)  
**Phone:** 844-348-4702, TTY 711  
**By Mail:** Umpqua Health Alliance  
Attention: Chief Compliance Officer  
3031 NE Stephens St.  
Roseburg, OR 97470

You also have a right to file a Civil Rights Complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR). Contact that office one of these ways:

**Web:** [www.hhs.gov/](http://www.hhs.gov/)  
**Email:** [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)  
**Phone:** 800-868-1019, 800-537-7697 (TDD)  
**By Mail:** U.S. Department of Health and Human Services Office for Civil Rights  
200 Independence Avenue SW  
Room 509F HHH Bldg.  
Washington, DC 20201



## Safety Belts and Car Seats

Per Oregon State law, it is required that all people wear an appropriate restraint while riding in a moving vehicle. If you or anyone riding with you requires a seat belt extender, you must notify BCB at the time you schedule the ride.

Car seats and booster seats are required by law for all children until the following:

- Until they are taller than 4'9",
- Weigh more than 40 pounds,
- and are over eight years old .

You are required to bring your own car seat or booster seat, and install it in the seat. These cannot be left in the drivers vehicle. This is because you may not have the same driver picking you up from your appointment.



## Attendants

If you need more help than your driver can provide, an attendant (Member Representative) must come with you. You, your guardian, or your caregiver is responsible for providing an attendant when needed. The attendant must meet the requirements under OAR 410-141-3935. They can be your mother, father, stepmother, stepfather, grandparent, or guardian. An attendant may also be any adult 18 years or older authorized by a members parent or guardian.

One attendant can travel with you at no cost. Extra riders may have to pay a fare or a shared ride cost. BCB only provides the ride, they are not responsible for the cost of bringing an attendant along. This includes their wages, meals, or other costs they may charge.

## Children

Children ages 12 and under are required to have an adult attendant with them at all times. The attendant must be one of the following:

- Parent or legal guardian,
- Adult relative,
- An adult expressly identified in writing by the parent or guardian as an attendant,
- A volunteer or employee of the Department of Human Services (DHS).

An adult attendant can ride with the child at no cost. If your child is over 12, it is not required that they have an adult attendant. However, one adult may go with a child up to the age 18 at no cost. Most providers require an adult signature for most procedures for any child under 18 years of age.

Oregon State law requires children be in car seats or booster seats. Please see the section above for the policy.





## Wheelchair and Other Mobility Aids

If you use a wheelchair, power wheelchair, scooter, or other mobility aids, please let BCB know when scheduling your ride. This is to make sure that the right vehicle is scheduled for you.

If you use a non-standard or oversized wheelchair, you must inform BCB when scheduling your ride so that an appropriate vehicle can be sent. An oversized wheelchair is the following:

- Larger than 30 inches wide
- 48 inches long
- Weighs more than 600 pounds when occupied

Three-wheeled scooters are difficult to secure once in the vehicle. If you use a scooter, you will likely be asked to secure yourself into a vehicle seat for your safety. You are not required to do so.

If you use a walker or cane, they will need to be safely stowed in the vehicle once you are seated. The driver will help you secure your equipment if needed.

Oxygen tanks must be secured in a carrier used for mobility.



## Service Animals and Companion Animals

BCB allows all trained service animals in their vehicles. These animals are to help people with disabilities. You must let BCB know when scheduling your ride if you are bringing a service animal with you. You also must let BCB know if you are bringing a companion animal.





## Privacy Policy

UHA and BCB's employees and drivers are not allowed to talk about, or share Oregon Health Plan (OHP) information, except for normal business reasons.

A law called the Health Insurance Probability and Accountability Act (HIPAA) protects your medical records and keeps them private. We will not discuss the reason for your appointment where others can hear.

There are State and Federal laws that protect member's privacy. Health care information will not be released by UHA or our providers without your approval. Except in an emergency or when required by State and Federal regulations. However, your clinical records may be reviewed by the State or Federal government to see if we gave you the best possible care.

## NEMT Policies

UHA requires that all drivers do not change the assigned pick up time without prior, noted consent from BCB and you. Information about the scheduled ride includes:

- The name and telephone number of the driver,
- The scheduled time and address of pick-up,
- and the name and address of the provider you are scheduled with.

The driver is responsible for deciding if the scheduled ride has been made. This will not be given to the member. When scheduling a ride, BCB is required to inform members of any ride arrangements. They will ask for your preferred way of contact (call, email, fax), and what time. BCB will let you know of the ride arrangements as soon as they are made. They will also tell you before the date of the ride.

BCB will make sure that they provide updated information to the drivers. They will monitor the driver's location. And they will fix any pick up or delivery issues. Drivers are not permitted to drop you off for an appointment more than 15 minutes before the offices open, or close for the day.

In the event of an accident or incident, the driver will send an email notice to BCB within 24 hours. In this notice they will include the following information:

- Name of driver,
- Name of passenger,
- Location of the incident,
- Date and time of incident,
- Description of the incident including any injuries that were caused by the incident,
- Where the driver or passenger required treatment in at a hospital.

If needed, there will be a police report filed. This report will have an Administrative Notice. The full report will be sent to OHA.

BCB and UHA will cooperate with any and all investigations related to any incident or accident.

If you would like to see UHA's NEMT policies, please visit our website at [www.UmpquaHealth.com](http://www.UmpquaHealth.com) and go to the OHP Member's section.



## How UHA Makes Sure You Are Safe

UHA does a Readiness Review of our NEMT providers before contracting with them. This means that we ensure that all of the providers and drivers go through background checks. They are subject to the Participating Provider Credentialing Requirements laid out in Oregon Administrative Ruling (OAR) 410-141-3925. This is done before giving rides to our members. Once the driver and vehicle pass the requirements, they will be able to schedule and give rides to our members.

All vehicles shall include, without limitation, the following safety equipment:

- First aid kit;
- Fire extinguisher;
- Flashlight;
- Tire traction devices, when appropriate;
- Disposable gloves; and
- Roadside reflective or warning devices.
- All vehicles adhere to the no smoking, aerosolizing or vaporizing of inhalant policies.

This also means that services are only provided by vehicles that meet all of the requirements set forth in OAR 410-141-3925. Also that they are operated by drivers who meet all of those requirements. This means they have undergone all of the screenings, credentialing, and background checks required.

UHA will track pick up and drop off times and report it to the Oregon Health Authority (OHA) when asked. This is to ensure that members are not being dropped off prior to one hour before their scheduled appointment.

UHA collects information of each service given. This includes:

- each trip,
- member ID,
- destination,
- reason for the ride, and
- any events of no shows on the part of the member or driver.

If a driver does not pick you up for your appointment, BCB will follow up with you. They will decide whether you suffered any harm as a result of the failure to give the ride. BCB will see if whether rescheduling your appointment is necessary. Also, whether any other recourse or Corrective Action Plan with the driver is needed.

UHA requires back up plans that include details of BCB's plans for sudden peak transport demands. This includes instances when a vehicle is extremely late or is unable to provide the scheduled ride.

We sometimes provide rides for services that UHA and OHP does not cover. These are Health Related Services (formerly called flexible services). UHA may pay for times when members need rides to the grocery store, or to groups like Alcoholics Anonymous.

NEMT services are also available outside of UHA's service area if covered services are not available within our service area.

There will be rules and processes followed. This includes staff training, methods of notifications, and member education.

UHA has contingency plans and back-up plans for certain events that may affect your ride. This can be for peak transportation demands that cause your transport driver to be more than 20 minutes late or becomes unavailable.



## Passengers Rights and Responsibilities

The following was set forth by OAR 410-141-3590, OAR 410-141-3585, OAR 410-141-3920, and 42 CFR 438.100

### RIGHTS

#### Access

- To have access to covered services. The same that is available to other patients.
- Get emergency and urgent care when you need it without a prior authorization. Any time of day or night, including weekends and holidays.
- To have needed and reasonable services to diagnose the current problem.
- To choose a diverse provider, if available within the network, in any settings. One that is also easy for families to access.
- To be treated by in-network providers with the same dignity and respect as other people who get care not on OHP.
- Get information about all of your covered and non-covered care options. This is to allow you to make good choices about your care.
- To get community based care that is in as natural and serene of a place as possible. This includes oversight, care coordination, transition and discharge planning by UHA. This is in hopes of keeping you out of the hospital.
- Get help with addiction to cigarettes, covered mental health, substance use disorder treatment, family planning, or related services without a referral.
- Get a referral to a specialist for covered services. To get a referral or a second opinion at no cost to you, with UHA's policies followed.
- To receive care places that offer equal access to males and females under the age of 18. This includes services and care available through human services and the juvenile corrections program provided by or funded by the State of Oregon (ORS 417.207).

#### Care

- To choose a Primary Care Provider (PCP) and be able to change your provider as allowed by UHA's policies.
- To get notice of canceled appointments in a timely manner.
- Help make decisions about your health care. This includes refusing care, except when court ordered.
- To have one source of person-centered care and services that give you choices, independence, dignity, and that meet the standards of medical care and fitting to your medical needs.
- To have regular contact with a care team. They are responsible for managing your care.
- To help get health care, local and social support services, and statewide services. Your care team may include: the use of certified or qualified health care interpreters, and certified traditional health workers. These include community health workers, peer wellness specialists, peer support specialists, doulas, and personal health navigators. This is to provide cultural and language help in making decisions about your care and services.
- Actively help make a treatment plan. To have your family involved. To talk openly with your provider about treatment choices that are medically necessary for your conditions, no matter the cost or benefit coverage.
- To have a clinical record that notes conditions, services you got, and referrals made.



## Passengers Rights and Responsibilities Continued

- To execute a statement of wishes for treatment. This includes the right to accept or refuse medical, surgical, or behavioral health treatment and the right to execute directives and powers of attorney for health care established under ORS 127.
- To execute a Declaration of Mental Health Treatment in accordance with ORS 127.703, and to file a complaint if a Declaration of Mental Health Treatment is not followed.
- To get covered preventative services.

## Support

- To get services and supports that fit your cultural and language needs and provided in your community. This means in a way that respects your culture. Including the use of auxiliary aids. This is to help those with disabilities get access to health information as required by law (Section 1557 of the PPACA).
- To get written materials that tell you about your:
  - Rights and responsibilities
  - Benefits available
  - How to access services
  - What to do in an emergency.
- Have a friend or helper come to your appointments and other times as allowed by clinical rules.
- To have written materials explained in a way that you understand. This includes how coordinated care works and how to get services in the coordinated health care system.
- To get free certified or qualified health care interpreter services, and to have information given to you in a way that works for you. For example, you can get information in other languages, in Braille, in large print, or other formats such as electronic, audio, or video.
- To have care coordination and transition planning from UHA in a language you understand and in a way that respects your culture.
- To get information according to the law (42CFR438.10) within 30 days after your enrollment and within the timeframe Medicare requires for FBDE members. You have the right to get this information at least once a year.
- UHA will make sure staff who have contact with potential members are fully trained on plan policies. The training will include the policies on Enrollment, Disenrollment, Fraud, Waste and Abuse, Grievances and Appeals, and Advance Directives. Also including the Certified and Qualified Health Care Interpreter services available and the in-network medical practices and facilities who have bilingual providers or staff.

## Nondiscrimination

- To be treated with dignity and respect.
- To be free from any form of restraint or seclusion.
- To freely exercise your rights. The exercising of those rights will not change the way UHA, our network providers, or the State Medicaid agency treats you.
- Know how to make complaints and get a response without a bad reaction from the plan or provider.
- Complain about different treatment and discrimination.



## Passengers Rights and Responsibilities Continued

- The ability to make a report if you believe your rights are being denied, your health information isn't being protected, or you feel that you have been discriminated against. You may do one or more of the following:
  - File a complaint with UHA;
  - File a complaint with the Client Services Unit for the Oregon Health Plan;
  - Get written notice of UHA's nondiscrimination policy and process;
  - Ask for and get information on the structure and operation of UHA or any physician incentive plan.
- To request a hearing.
- To get information and help to appeal denials and ask for a hearing.
- Get a Notice of *Adverse Benefit Determination (NOABD)* letter if you are denied a service or there is a change in service level.
- To know that your medical record is confidential, with exceptions determined by law. To get a notice that tells you how your health information may be used and shared. With the right to decide if you want to give permission before your health information can be used or shared for certain purposes.
- To transfer a copy of your clinical record to another provider.
- To have access to your own clinical record unless restricted by law. To get a copy, and have corrections made to your health record.
- To exercise all rights, even if the member is a child, as defined by OARs. There are times when people under age 18 may want or need to get health care services on their own. To learn more about the rights of a minor, please go here: <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le9541.pdf>.
- Ask the Oregon Health Authority Ombudsman for help if a complaint or grievance was not resolved in your favor. You can call them at 877-642-0450, TTY 711. You can also fax them at 503-934-5023, or email them at [OHA.OmbudsOffice@dhsoha.state.or.us](mailto:OHA.OmbudsOffice@dhsoha.state.or.us).

## RESPONSIBILITIES

### Getting Care

- Find a doctor or other provider you can work with. Tell them all about your health.
- Help the provider or clinic get clinical records from other providers. This may include signing a Release of Information.
- Give accurate information to your provider for your medical records.
- Help make a treatment plan with your provider and follow the agreed upon plan. Be actively engaged in your health care.
- Use information provided by UHA's providers or care teams to make informed decisions about care before it is given.
- Follow your providers and pharmacist's directions. Ask questions about conditions, treatments, and other issues related to care that you do not understand.
- Call your provider at least one day before if you can't make it to an appointment.



## Passengers Rights and Responsibilities Continued

### Things You May Have to Pay for

- To pay for services not covered by OHP described in OAR 410-120-1200 (Excluded Services and Limitations) and 410-120-1280 (Billing).
- To pay your monthly OHP premium on time if you have one.
- To help UHA find any third-party coverage you have. Pay UHA back for benefits we paid, for an injury or any recovery you may have gotten due to that injury.

### What to Do Next

- Have yearly check-ups, wellness visits, and other services to prevent illness and keep you healthy.
- Be on time for appointments. Call ahead of time to cancel if you can't keep the appointment or if you think you'll be late.
- Bring your Medical ID Cards to appointments. Tell the receptionist or provider that you have UHA/OHP or any other health insurance before you receive services. Tell them if you were hurt in an accident.
- Treat providers, their staff, and UHA with the same respect you want.
- Obtain a referral to a specialist from the PCP or clinic before seeking care from a specialist (unless self-referral to the specialist is allowed).
- Proper use of urgent and emergency services. As well as notify your PCP or clinic within 72 hours of using emergency services.
- Use your PCP or clinic for all your non-emergent medical care. Only use the ER for emergencies.
- Call OHP Customer Services at 800-699-9075 if you are pregnant or no longer pregnant. Also tell them when your child is born.
- Call OHP Customer Services at 800-699-9075 or tell your Authority worker of a change in address or phone number. Also tell them if any family member moves in or out of the household.
- To bring issues, complaints, or grievances to the attention of UHA.
- Tell the Department or Authority worker if you have any other insurance coverage.





## Frequently Asked Question (FAQ)

### How do I schedule a ride?

Call BCB Customer Service at the number at the bottom of the page. They are available Monday-Friday 8:00am—5:00pm. If you call after hours, there is a 24 hour answering service available.

### What if I need an ambulance ride?

If you have an emergency, you must call 911. BCB only provides non-emergent rides. If you need an ambulance for a non-emergent ride, call BCB and let them know your medical needs. They will schedule an appropriate transportation vehicle.

### How much does it cost to get a ride?

Rides are covered by UHA free of charge. If you receive a bill from BCB, call UHA's Member Services right away.

### Who can set up a ride for me?

You, a relative or guardian, caregiver, or someone who works where you live. They will need to know your personal information like your name, date of birth, phone number, or member ID number.

### What if I get denied for a ride?

If a ride request is denied, you have the right to appeal the decision. Please see our Appeals and Ride Denials section in this guide for more information. If a ride is denied, it might be because you are eligible to receive mileage reimbursement.

### Will a car seat/booster seat be provided for my child?

No, BCB is not responsible for making sure you have appropriate seating for your child. It is required by law that anyone shorter than 4'9", or weighs less than 49 pounds, and are under 8 years old, be in a car seat or booster. Please make sure to have these items ready and installed when your driver arrives.



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UMPQUA HEALTH  
ALLIANCE



**BCB BAY CITIES BROKERAGE**