



# Rider's Guide

Updated January 1, 2024

541-842-2060 or toll-free 888-518-8160

8 a.m. to 5 p.m. Monday through Friday

[rvtd.org/translink](http://rvtd.org/translink)

# Table of contents

- Contact information and office hours .....3
- Language and format support.....4
- Member confidentiality .....5
- Non-discrimination statement .....5
- Program overview .....7
- Personal care attendant (PCA) .....9
- Public transportation .....10
- Mileage reimbursement .....10
- Vehicle-provided rides .....12
- Pharmacy stops.....18
- Out of area .....18
- Emergencies.....20
- Driver screening .....20
- Adverse weather plan .....20
- Your rights and responsibilities .....21
- Overpayments.....23
- Grievances, feedback, denials and appeals .....23



# Contact information and office hours

## TransLink contact information

**Phone:** 541-842-2060

**Toll-free:** 888-518-8160

**TTY:** 711

**Online:** [rvtd.org/translink](http://rvtd.org/translink)

**TransLink provides all non-emergent medical transportation (NEMT) services on behalf of your coordinated care organization, Jackson Care Connect.**

## TransLink office hours and holidays

**Office hours are 7 a.m. to 5 p.m. Monday through Friday, except holidays.** During those hours you can go through intake, file grievances and arrange your transportation needs. Anything outside of that time is considered after hours.

TransLink is part of Rogue Valley Transportation District, or RVTD. The TransLink Call Center does not operate on the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas.

## Jackson Care Connect contact information

**Address:** 315 SW Fifth Ave, Portland, OR 97204

**Phone:** 541-500-0567

**Toll-free:** 855-722-8208

**TTY:** 711

**Fax:** 503-416-3723

**Online:** [jacksoncareconnect.org](http://jacksoncareconnect.org)

**Office hours:** 8 a.m. to 5 p.m. Monday through Friday, except holidays

**Our primary Customer Service Call Center is available regular business hours, 7 a.m. to 5 p.m. weekdays.**

You can call to request a trip or other transportation help. Outside of regular business hours, you will reach our after-hours call center. The after-hours call center is open all days and times outside our business hours, including on holidays. They offer limited services and can help you:

- Schedule **medically urgent** trips. Like going home from the hospital or going to urgent care.
- Check on a scheduled ride that's more than 10 minutes late.
- Check on future rides you have already scheduled.

**Services are available 24 hours a day, 365 days a year.** You can schedule transportation (trips) for any day or time you need. Please call during our regular business hours to schedule trips that are not medically urgent. Only medically urgent trips can be scheduled after hours.

**Transportation that was scheduled previously will not be affected by our office hours or holidays.**

You may schedule one or multiple trips at once when you call us, up to 90 days in advance, for both single and reoccurring (repeat) appointments.

**Our after-hours call center is available regardless of the time, day or holidays.**

## Language and format support

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 855-722-8208 or TTY 711.

Puede obtener esta información en otros idiomas, en letra grande, en braille o en el formato que usted prefiera. También puede solicitar un intérprete. Esta ayuda es gratuita. Llame al 855-722-8208 o TTY 711.

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 một thông dịch viên. Trợ giúp này là hoàn toàn miễn phí. Gọi 855-722-8208 hoặc TTY 711.

Вы можете получить этот документ на других языках, напечатанный крупным шрифтом, шрифтом Брайля или в другом формате. Вы также можете попросить предоставить вам переводчика. Эта помощь бесплатна. Позвоните по тел. 855-722-8208 или TTY 711.

您可以獲得本信函的其他語言版本、大字版、盲文版或您慣用的格式。您也可以申請口譯員。該協助是免費的。請致電 855-722-8208 或聽障專線 711。

# Member confidentiality

Your privacy is important to us. We will talk about you, or provide your information, only as needed for business purposes. It is strictly prohibited (forbidden) to do otherwise. We will keep your information private as the law requires.

## Non-discrimination statement

### Jackson Care Connect does not discriminate

Jackson Care Connect must follow state and federal civil rights laws. We cannot treat people unfairly in any of our programs or activities because of a person's:

- Age
- Color
- Disability
- Gender identity
- Health status and need for services
- Marital status
- National origin
- Race
- Religion
- Sex
- Sexual orientation

Everyone has a right to enter, exit and use buildings and services. You have the right to get information in a way you understand. TransLink has qualified Customer Service staff who speak languages other than English. We will also provide you — or your family, caregivers or representative — with an interpreter when you call, if needed. This includes receiving written material in other formats that work for you (large print, audio, braille, etc.).

**You or your representative can ask for this guide in paper form, at no charge. Jackson Care Connect will send it within five business days.**

If you don't speak English, this also includes free interpretation services and written information/material in the language you speak. We will make reasonable changes to policies, practices and procedures by talking with you about your needs.

**To report concerns or to get more information, please contact our Grievance Coordinator in any of these ways:**

Jackson Care Connect

**Email:** [customerservice@careoregon.org](mailto:customerservice@careoregon.org)

**Phone:** Toll-free 855-722-8208 or TTY 711

**File a complaint electronically:** Visit [jacksoncareconnect.org/contact-us](https://jacksoncareconnect.org/contact-us) or use the Oregon Health Authority form, available in six languages here: [link.careoregon.org/oha-public-civil-rights](https://link.careoregon.org/oha-public-civil-rights)

**Fax:** 503-416-1313

**Mail:** Jackson Care Connect  
Attn: Grievance Coordinator  
315 SW Fifth Ave  
Portland, OR 97204

#### **Oregon Health Authority (OHA) Civil Rights**

**Web:** [oregon.gov/OHA/OEI](https://oregon.gov/OHA/OEI)

**Email:** [OHA.PublicCivilRights@odhsoha.oregon.gov](mailto:OHA.PublicCivilRights@odhsoha.oregon.gov)

**Phone:** 844-882-7889, 711 TTY

**Mail:** Office of Equity and Inclusion Division  
421 SW Oak St, Suite 750  
Portland, OR 97204

#### **Bureau of Labor and Industries Civil Rights Division**

**Phone:** 971-673-0764

**Web:** [oregon.gov/boli/civil-rights/Pages/default.aspx](https://oregon.gov/boli/civil-rights/Pages/default.aspx)

**Email:** [BOLI\\_help@boli.oregon.gov](mailto:BOLI_help@boli.oregon.gov)

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

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

**Web:** [ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf)

**Phone:** Toll-free 800-368-1019 or 800-537-7697 (TDD)

**Email:** [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

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

# Program overview

TransLink provides free non-emergent (not for an emergency) medical transportation, or NEMT. NEMT is a benefit for eligible Jackson Care Connect members. NEMT gets you to health care visits that Jackson Care Connect pays for. The visits could be to a doctor, dentist, mental health counselor or other provider.

Our service area is Jackson County.

**TransLink offers three ways to help you get to health care. We call these “trips.”**

1. **Public transit:** We offer single ride and monthly passes. Please call us to find out more. Ask us if you qualify for a monthly pass. With this option, you will need to find the bus or train route that gets you where you need to go. If you need help learning how to use public transit, please ask us.
2. **Mileage reimbursement:** We pay a per-mile rate for miles driven for health care. You can drive yourself. Or someone else can drive you. Sometimes we pay a stipend (fixed sum) for meals and lodging (a room overnight) if you have to leave Jackson County for care. With this option, you will need to find someone who can get you to your appointment.
3. **Vehicle-provided rides:** We can schedule private and shared rides. We send a vehicle that fits your needs. That includes your mobility device (an aid to movement).

**You do not pay anything to use TransLink.**

Customer Service is open 7 a.m. to 5 p.m. Monday through Friday, excepts holidays, to help you schedule your trips.

## What to expect when you call TransLink

You'll talk with our Customer Service team. We will find out about your needs. Then we can help you get to any service that Jackson Care Connect covers (pays for) through the Oregon Health Plan (OHP). It could be physical, dental or mental health care, or substance use treatment.

We will verify (make sure) that you're eligible (qualify) for a trip. We'll work with you to find the right and least-costly type of trip. We will make sure the trip fits your needs.

**Customer Service will ask questions such as:**

- How do you want us to contact you? What time of day? (We will want to tell you about your trip as soon as we have set it up. Before the day of your trip, we can call, text, email or fax you.)
- How do you usually get to health care appointments (a time set for a health service)?
- Do you live near public transit?
- Do you have access to (are able to use) a vehicle?
- Do you use a mobility device?
- Will you need any extra help?
- What special modifications (changes) should we make to the trip? This could be because of your needs, past or situation.



Your authorized representative (somebody you OK to act for you) may call us. They can ask us for your trip. This could be a Community Health Worker, foster parent, adoptive parent or provider. Or it could be another adult you delegate (choose).

Are you a dual member of Jackson Care Connect and Medicare? We'll verify that you require (need) help getting to a Medicaid or Medicare-covered appointment. The appointment could be within our service area (Jackson County). Or it could be outside our service area.

Jackson Care Connect is responsible (handles and pays for) for non-emergency trips, even if they are not in our service area.

Life is full of changes! Did your health change? Did your access to transportation change? If either of those changes, short-term or long-term, please call us. We'll work with you to find the best option for your new needs.

## Scheduling trip requests

**Each time you call, we will need the following information from you:**

- Your first and last name.
- Your date of birth.
- Your Member ID number.
- Confirmation of your mailing address.
- Date and time of the appointment.
- Full starting and destination (drop off) addresses.
- Facility name, doctor's name and doctor's phone number.
- Medical reason for the appointment.
- Whether it is a round trip or a one-way trip.
- If you need a personal care attendant, or PCA. (See page 9 for more information about PCAs.)
- If you can walk without help, or if you have a mobility device. We may ask if you need assistance from the driver. (See page 15 for more information about mobility devices.)
- If you use a mobility device, we may ask:
  - What type it is (for example, a wheelchair, scooter, crutches or walker).
  - Its measurements.
  - If your type of mobility device has changed since we last transported you.

We may ask you for other information, too. We will verify that you are a Jackson Care Connect member and that your request is for a covered service or health-related service. Please note: Verifying you are a Jackson Care Connect member does not guarantee that your request will be approved.

We will approve or deny your trip request within 24 hours of your contacting us. If your appointment is within 24 hours, we will let you know our decision before that. We want you to arrive on time for your appointment.

If we authorize (OK) your trip at the time of your request by phone, we will tell you, whenever possible, of the arrangements (plans). If not, we'll ask for the best way to contact you (email, phone, text, fax, etc.) and tell you about the arrangements (plans) for the trip as soon as we know them. This will be before your appointment.

**Jackson Care Connect or TransLink will give you information about your trip at least two days before your appointment, if possible. Information about trip arrangements includes, but is not limited to:**

- The name and phone number of the driver or transportation provider. This may only be used for to contacting a driver them about a pre-scheduled trip, not for scheduling a future trip. If you request a trip less than two days before your appointment, we may not be able to give you these details.
- The scheduled time and address of pickup.
- The name and address of the health care provider you're seeing.

As a Jackson Care Connect member, you are not responsible for determining whether the trip plans have been made.

Be aware that drivers cannot change your assigned pickup time without documented prior approval from Jackson Care Connect or TransLink.

**Do you need to change your pickup time or other trip information? Please call us.** We will let the transportation provider know.

Find more details on pages 10-17, under the three types of transportation (trips) offered: public transit, mileage reimbursement and vehicle-provided rides.

## **Veteran and Compact of Free Association (COFA) dental program members**

If you are a member of the Veteran Dental Program or COFA Dental Program ("OHP Dental"), TransLink **only** provides free trips to dental appointments. TransLink will not provide free trips for other health services if you are a member of these programs. If you have questions regarding coverage and what benefits are available, contact Jackson Care Connect Customer Service at 855-722-8208 or TTY 711.

## **Personal care attendant (PCA)**

A personal care attendant (PCA) is a helper who travels with the member to a covered health care visit. The PCA helps before, during or after your visit. They help with things like:

- Stairs
- Your mobility device
- Language interpretation
- Medical monitoring (keeping an eye on devices)

A PCA may be a member's mother, father, stepparent, grandparent or guardian. Or it could be any adult 18 years or older. The member's parent or guardian has to authorize (OK) them.

We or Jackson Care Connect may require that the parent or guardian puts that OK in writing. We will determine if a member needs assistance and we whether your attendant meets our requirements.

If you need a PCA to travel with you to health care visits, tell us that when you call to ask for help with a trip. We will check if the person meets the requirements, as spelled out by Oregon Attendants for Child and Special Needs Transports at [link.careoregon.org/oard-transportation-attendants](http://link.careoregon.org/oard-transportation-attendants)

Children 12 years of age and under must ride with an adult attendant. An attendant may be the member's mother, father, stepmother, stepfather, grandparent, or guardian. The attendant rule also applies to Jackson Care Connect members of all ages if they have special physical or developmental needs.

The PCA must go with the member for both pickup and return. We will not bill you anything to transport (take along) your attendant.

## Public transportation

If you are able to take public transportation, we can give you transit fare. We may need to confirm (check) with the clinic that you have an appointment scheduled at that time.

When you call us, we'll go over your health care appointments. Please be ready to tell us about future appointments for physical, dental and mental health care, or substance use treatment.

If you have six or more appointments in a calendar month, you can get a monthly RVTD pass.

**On the phone, we'll ask for information to schedule your trip.** See "What to expect when you call TransLink" on page 7 for the information we need.

We will also ask:

- Whether you need fare for a personal care attendant (PCA).
- Your mailing address.

## When to call us

Please plan ahead! We want to make sure you get your bus fare in time.

It's best to contact us as soon as you know about your appointment. If we need to mail bus passes to you, contact us at least five days in advance (before). If you call us the same day as your appointment, fare can still be sent. However, we cannot guarantee it will be available the same day as your request.

You can ask us for transit fare up to 90 days before your appointment.

## Mileage reimbursement

If you or someone you know can drive you to your health care appointments, we can reimburse you (pay you back) for the miles you drove. When someone else drives you to and from appointments, we pay you the reimbursement funds. You're responsible for giving the money to the person who gave you the ride.

**Here are the steps you must take. Note the 45-day deadline in Step 3.**

1. **Call us at TransLink to schedule your trip.** Whenever possible, call at least two full business days before your appointment. This gives us time to confirm information before your appointment. We need to do this before we can approve your request. You may call up to 90 days before an appointment. If you call the same day as your appointment, funds can still be approved. However, funds will not be loaded until we receive your appointment verification form.
2. **Bring an appointment verification form to your appointment.** Ask the provider's office staff to sign it. You can get a verification (proof) form in any of these ways:
  - Print it from the TransLink website at [rvtd.org/translink](http://rvtd.org/translink)
  - Call us at 888-518-8160 or TTY 711 and ask us to mail you a form.
  - Ask us to fax the form to your provider's office.
3. **Send us the original, fully completed form before the deadline.** We must receive the form and any required (needed) receipts within 45 days of your appointment. We will not reimburse you if we receive your verification form and any required receipts more than 45 days after your visit. You can mail the form or ask your provider's office to fax it. If your provider faxes the form, they need to include a cover sheet with their facility letterhead and your appointment information.

**Mailing address:**

TransLink  
239 E Barnett Road  
Medford, OR 97501

**TransLink fax:** 541-842-2063

We will verify that you were seen and treated.

4. **Or, ask your provider to write a letter.** Instead of faxing an appointment verification form, your provider can fax us a letter on their professional letterhead. The letter must include:
  - Your first and last name.
  - Your current mailing address.
  - Your Jackson Care Connect (Medicaid) Member ID number.
  - The date and time of your visit.
  - The purpose of your visit.
  - A signature and phone number of a provider or staff member where you were seen.
5. **Get reimbursed.** After we verify your appointment, we will load your mileage reimbursement onto a U.S. Bank ReliaCard®. The ReliaCard is a Visa® prepaid debit card, offered through U.S. Bank. We will load the funds within 14 business days of receiving your completed form.

## ReliaCard

The first time you request reimbursement, we will create your account for a ReliaCard prepaid debit card. We will mail you your card. It could take seven to 10 business days to arrive. The ReliaCard will come in an unmarked envelope. It may look like it is junk mail, so please watch for it.

Keep your ReliaCard safe. We will reload this same card for future reimbursements. Before you use your card, you will need to activate it (start it up). Instructions are with the card. You can use the card at any location that accepts Visa.

## Reimbursement rates and card balances

Your mileage reimbursement will be loaded onto the ReliaCard at a rate of \$0.25 per mile. We will add reimbursements to your ReliaCard after the amount due has reached \$10 or more. The balance on the card rolls over from month to month.

**If your ReliaCard goes six months without being used, it becomes inactive.** You would have to ask us to reactivate your ReliaCard before you could access funds.

For questions about your card balance, withdrawals or re-activation, please contact ReliaCard Customer Service. See the back of your ReliaCard for the phone number.

**If you need a reimbursement method other than a ReliaCard, please contact us. Ask us for an accommodation (change or exception). The ReliaCard is issued by U.S. Bank National Association pursuant to a license from Visa U.S.A. Inc. ©2022 U.S. Bank. Member FDIC.**

## Vehicle-provided rides

### Basics of vehicle-provided rides

When you call to request a trip, we will ask some questions. We want to make sure you're getting the right type of transportation.

**If we are scheduling a ride, we'll ask for information such as:**

- Full starting address and destination address. That includes the apartment, room, building, floor or suite number.
- Helpful tips for the driver about your pickup location. Are there stairs? Is it a gated community?
- Whether a personal care attendant or service animal will be traveling with you.
- If you are using a mobility device. If you are, we may ask:
  - The type of device.
  - The measurements of the device.
- The level of service you need (see pages 14-15).
- If you need a return ride, and what time you expect to need it.

Whenever possible, call us at least two full business days (48 hours) before you need a ride. The advance notice helps us with scheduling. You can call us up to 90 days before an appointment.

You have the right to ask for a same-day or next-day ride. But if demand for rides is high, we give first priority to medically urgent requests. See page 14 for more details on same-day and next-day requests.

### **We can schedule a ride in a vehicle if you:**

- Do not have access to a vehicle.
- Cannot take public transit.

We may send a sedan, wheelchair van, stretcher vehicle or non-emergent ambulance. We'll decide based on your medical needs. A personal care attendant (PCA) can come with you if needed.

Drivers must make their presence known to you when they arrive. They must wait for you at least 15 minutes after your scheduled pickup time. If you do not come within those 15 minutes, drivers must tell the dispatcher before they depart from your pickup location.

We will schedule your trip so you arrive on time to check in for your appointment. We will schedule your return trip so we pick you up without delay after your appointment.

Please be ready to go when the driver arrives. Did your driver come early, and you're not ready? You don't have to go before your scheduled pickup time or window.

### **Other timing guidelines:**

- Your driver should arrive no more than 15 minutes after your scheduled pickup time or window.
- You should not be dropped off more than an hour before your appointment time.
- The driver should drop you off at least 15 minutes before your appointment time.
- We have contingency plans and back-up plans for different circumstances that can affect ride availability. These include things such as heavy traffic, vehicle accidents, inclement (bad) weather and other members running late from appointments. Back-up plans include things like finding another provider to give you a ride, or reimbursing you if someone else can take you.  
We will do our best to provide back-up options to transport members to and from their appointments. We will work with you and your health care provider if needed to ensure that you get to your appointment. We may need to reassign your trip to another transportation provider. **Let us know right away if your driver hasn't arrived within 10 minutes of your pickup time or window.**
- Drivers should not drop you off at your appointment location more than 15 minutes before the clinic or other facility opens for business (unless you or your representative request an earlier drop off).
- Drivers are not permitted to drop you off at an appointment less than 15 minutes before the office or other facility closes for business (unless you or your representative request an earlier drop off).
- If your appointment is the last of the day, drivers will pick you up no more than 15 minutes after the clinic closes for business. This will happen unless the appointment is expected to last longer than 15 minutes after closing, or unless requested by you or (as applicable) your parent, guardian or representative.
- The driver is not allowed to make unscheduled stops, including for food and drink, on the way to or from your medical appointments that are in Jackson County.

If you are not sure what time you need to go home from your appointment, you can schedule a will call, or call return. When you are done at your appointment, call the TransLink call center at 541-842-2060 or toll-free 888-518-8160. A driver will arrive within 60 minutes of the time you call.

To avoid delays, we encourage you to schedule a pickup time whenever possible.

If you need to cancel or change a ride after you scheduled it, please tell us as soon as you can. We need at least two hours' notice before your scheduled pickup time. We may not be able to accommodate last-minute changes, but we will always do our best.

## Ride delays and reassignments

At times, a transportation provider may be late or unable to pick you up due to traffic or other reasons. If your ride is late, or there is another issue, please call us. We'll reassign your trip to another provider as soon as possible. We work with transportation providers to make sure extra vehicles are available.

## Same-day and next-day requests

We ask that you call us two or more business days before your health care appointment. Two-day notice will help us serve you better in times of high demand.

You have the right to request a same-day or next-day ride.

We may verify same-day rides with your health care provider.

### Here is how we prioritize same-day trip requests:

- You are being discharged from the hospital.
- Your health care provider asks you to come in the same day for a serious condition. This can include rides for lab work or other testing.
- You are going to urgent care because you are sick and your primary care provider is not available.
- You are pregnant and need to see your prenatal (pregnancy) provider or go to urgent care.
- Your health care provider is sending you to a specialist.
- You must pick up a needed medicine right away.

For all other reasons, please make your trip request at least two business days before your appointment. You or your representative may schedule multiple trips during one phone call, up to 90 days before your appointments. Services are available 24 hours a day, 365 days a year.

If a friend or family member can take you to your appointment, we can approve mileage reimbursement on a same-day basis. If you can use public transit, we can approve transit fare.

## Level of service

### Our drivers are able to provide different levels of service to best fit your medical 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 escort you to the door or front desk of your drop-off location.

- **Hand-to-hand:** Your driver will meet you and a member of your care team 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 from your care team takes you the rest of the way. A personal care attendant, if available, can help do this service instead.

**When you call us to schedule a ride, please let us know the type of assistance you require.**

## **Mobility devices**

A mobility device is something that helps you move around. It is important that we know if you use one, what size it is, and if you need help loading and unloading it into the vehicle. Whether you use a cane, walker, wheelchair or scooter, or you need stretcher transport, we can get you to your appointment.

We can provide a ride that accommodates your mobility device, but not every vehicle can accommodate every type of device. We want to send the vehicle that best fits your needs. If a vehicle ever arrives that does not match your needs, please call us immediately.

When you call, please be able to tell us the type and size of your mobility device, and any special details.

**Important details about your mobility device can include:**

- Whether it folds.
- The width and length of the device.
- The combined weight of the device when occupied.
- If it has a high back or is reclining.

For stretcher transport, or if you need a wheelchair provided for the ride, we will need to know your height and weight so we can send the appropriate size.

If we provide you with a mobility device, we cannot leave them with you at your destination. They can only be used during the ride, so make sure you plan for your needs at your home address and during your appointment.

We can transport you if you have your own oxygen. If you need oxygen provided, we will refer you to the right type of provider to meet your needs.

If you use a scooter, the driver may ask if you want to transfer into a vehicle seat for your own safety. But you are not required to do so.

Mobility aids such as walkers or canes must be safely stowed in the vehicle after you have been seated. The provider will help you secure your equipment if necessary.

Portable oxygen tanks must be secured while being transported. Please bring only enough oxygen that you medically need.

**If your needs or mobility device ever change, please let us know.**



## Service animals

You can bring a service animal with you during your rides. A service animal is a dog or miniature horse that you require because of a disability. The animal has been trained to do work or perform tasks for your benefit as a person with a disability. See more about service animals and the Americans with Disabilities Act (ADA) at [link.careoregon.org/ada-service-animals](http://link.careoregon.org/ada-service-animals)

Emotional support animals, companion animals and pets are not allowed in our vehicles, except in enclosed carriers.

**If you will have a service animal with you, please tell us when you call to schedule your ride. Our Customer Service team and drivers may ask you the following questions about your service animal:**

- What kind of animal is it?
- Is the animal required because of a disability?
- What task has the animal been trained to perform?

Customer Service and drivers may ask only those questions. You have the right to keep the details of your medical information private. You are not required to disclose (give) any information beyond those three questions.

## Seat belts

All riders must follow safety belt laws. When you call to schedule your ride, please let us know if you will need a seat belt extension. If you have a safety belt exemption card, please call us to discuss how we can best assist you. Riders using wheelchairs must use the lap and shoulder belt.

## Shared rides

Rides are not guaranteed to be private and may be shared. Other NEMT riders may be picked up or dropped off along the way to your destination. We ask that you always treat other passengers with respect. Do not act in a way that causes a safety risk to anyone in the vehicle.

## Secure transport

When a member is in a mental health crisis, the most-appropriate type of transportation may be secure medical transport in a special vehicle. This means a doctor or peace officer determined that the member is in danger of harming themselves or others, or needs immediate care, custody or treatment.

When medically appropriate, one other person may go with the member, to give medicine en route or meet legal requirements. Examples include, but are not limited to, a parent, legal guardian or escort.

We will authorize medical secure transports for OHP-covered medical services ordered by a court. Exceptions are if the member is going to court or commitment hearings (unless there's no other funded transportation option), or if the member is in custody.

## No-shows

A no-show means that you did not take a scheduled ride. And you did not tell us soon enough to cancel the trip.

### **This could mean:**

- You canceled a ride less than two hours before the time we set to pick you up.
- You were not ready within 15 minutes of your scheduled pickup time.
- You turned a driver away at the door because you no longer needed the ride. Or you did not want a ride from that driver or provider.

After a certain number of no-shows, we may place a service modification (change) on your profile.

A service modification sets special conditions and reasonable restrictions (fair limits) on future rides. It could mean you must use a certain transportation provider. Or use public transit when it's available. Or call us ahead of time to confirm each trip. Or you may need to travel with a personal care attendant (PCA). (See page 9 for more information on PCAs.)

Do you feel your ride was marked a no-show by mistake? You can contact our Customer Service team to dispute (question) the no-show. We will look into the matter. If appropriate, we will remove the no-show.

## Children age 12 and under

An adult must accompany (go with) children 12 years old and under. The adult must be their parent, stepparent, grandparent, legal guardian, Department of Human Services (DHS) staff or volunteer, or Oregon Health Authority (OHA) staff. Or it could be an adult (18 years or older) who the parent or legal guardian identified in writing as a personal care attendant, or PCA.

The adult attendant must provide and install car seats or booster seats for any children under 8 years old. (See page 9 for more information on PCAs.)

We cannot provide car seats for you. Drivers may not help install or remove a car seat. You must take the car seat with you when you leave the vehicle. The driver cannot keep a car seat in the vehicle for you.

### **Per Oregon law:**

- A child under 2 years old must sit in a rear-facing car seat.
- A child 2 years or older who weighs less than 40 pounds must sit in a car seat.
- A child who weighs more than 40 pounds must sit in a booster seat until they are 4 feet, 9 inches, or if they are secured with a state-approved safety system.
- A driver can transport a child only with the proper car seat and an attendant.

## Pharmacy stops

We can help you get to the pharmacy to pick up prescription drugs as an add-on to an existing trip. The stop can be added before or after your appointment. We can provide bus fare, mileage reimbursement or a vehicle-provided ride.

For vehicle-provided rides, you have a choice: The driver can wait 15 minutes. Or you can call when you are ready to be picked up.

We do not schedule routine pharmacy-only trips. We will schedule one, though, if there is a medical need.

Jackson Care Connect also 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 Jackson Care Connect Customer Service at 541-500-0567, toll-free 855-722-8208 or TTY 711.

## Out of area

Do you need a trip to a Jackson Care Connect-covered appointment that is not available within Jackson County? We will work with you to see if we can provide transportation to that appointment. Sometimes, out-of-area transportation includes combining reimbursement and vehicle-provided rides, depending on your situation.

Details are in OAR 410-141-3515(7)(a) and (b), 410-141-3930. You can find more information about meal and lodging stipends, and travel reimbursements, in the TransLink Reimbursement Guide at [link.careoregon.org/translink-reimbursement](http://link.careoregon.org/translink-reimbursement)

In some cases, we may also be able to provide meal and lodging stipends (a fixed sum of money) for you and an attendant — someone who goes with you (see more below). We may offer stipends for meals if your out-of-area health care:

- Includes travel of more than 30 minutes or 30 miles (if you live in an urban area).
- Includes travel of more than 60 minutes or 60 miles (if you live in a rural area).
- Takes four or more hours for the full round-trip travel time.

To be eligible for lodging reimbursement:

- You must start traveling before 5 a.m. to make your appointment, or you would return home from your appointment later than 9 p.m.

**OR**

- Your provider must inform us, in writing, that you have a medical need.
- In either case, you must provide the name and address of the place where you will be staying.

**Meals may also be available in other cases, such as:**

- You are able to transport yourself to an out-of-area medical appointment.
- A family member or friend can take you to an out-of-area medical appointment.

- You are receiving a vehicle-provided ride to an out-of-area medical appointment.

Please ask us if your out-of-area situation will qualify for meals.

Meals and lodging are reimbursed at these rates for members (and attendants, if applicable):

- Breakfast (\$11): Travel begins before 6 a.m.
- Lunch (\$11): Travel spans the entire period from 11:30 a.m. to 1:30 p.m.
- Dinner (\$11): Travel ends after 6:30 p.m.
- Lodging: \$98 per night. We reimburse lodging for attendants only if they have a separate room from you.

The meal stipends are a set amount. You do not need to give us receipts for a meal.

Members must pay for any costs greater than the approved meal and lodging stipends. Please plan accordingly if you are approved for meal and lodging stipends. If you, or the member you are calling on behalf of, cannot afford the rest of the costs, call Jackson Care Connect and ask about your options.

We have a process for reviewing requests for travel expenses for care outside of our service area. When approved in advance, we may reimburse certain travel expenses or provide a travel stipend.

As soon as you schedule a health care appointment that is out of area, please call us. We need some time to review your request. We will first check if it is medically appropriate to go outside of the service area for your care. If we approve your out-of-area appointment, we then need time to schedule the necessary pieces of your trip.

You may call up to 90 days in advance to request an out-of-area trip. You have up to 45 days after the appointment for us to receive your completed reimbursement form.

When you call to request a trip to an appointment outside of Jackson County, our Customer Service reps will need some information. **This information will help us decide if the trip falls within the out-of-area coverage guidelines set by the Oregon Health Authority. We will ask:**

- Full starting and drop-off addresses, including apartment and suite numbers (if that applies).
- Facility name, provider's name and provider's phone number.
- Reason for appointments.
- Date and time of appointments.
- When you need to arrive. This may be the day before your scheduled appointment.
- How long you need to stay.
- If you will have a mobility device or personal care attendant.
- The type of transportation you are requesting. (Such as vehicle transport, air travel or mileage reimbursement.)
- A good number for calling you back.

After we review and verify the trip information, we will contact you. We will let you know whether your trip is approved or denied.

If your trip was approved, we will give you the details for your transportation. And we'll set you up with a ReliaCard for reimbursement.

## Traveling out of area with an attendant

We will reimburse meals or lodging for one attendant (someone who goes with you). This can include parents or other people helping members. We reimburse members for attendants going with them when:

- The member is a minor who can't travel without someone else.
- The member has a signed note from their provider explaining why an attendant must travel with them.
- For mental or physical reasons, the member can't get to their appointment without help.
- The member couldn't get home after their appointment, treatment or service without help.

In certain situations, we may decide to reimburse meals or lodging for more than one attendant, or for reasons other than those shown above. If you and/or your attendant can not afford to pay for your meals and lodging upfront, please let us know. We will find the best option for you.

## Emergencies

**If you experience a medical emergency, please call 911 or have someone take you to the nearest emergency room.** TransLink does not provide emergency transportation.

If you have an emergency during your ride, please notify your driver. Your driver can call 911.

## Driver screening

We screen our drivers. They undergo pre-hire activities including criminal background checks and screening to make sure they aren't excluded from engaging in federal programs. They are subject to specific hiring requirements, including having a driver's license with the correct endorsements, if needed. Transportation services are provided only in vehicles that meet certain safety and comfort standards. They offer features such as safety belts, fire extinguishers and first aid kits. The vehicles are smoke-free, sanitized, cleaned, free of debris and meet all local license and permit requirements.

## Adverse weather plan

We have a plan to serve you if you need critical medical care during extreme weather. Critical medical care includes kidney dialysis, chemotherapy infusions and more. Adverse (very bad) weather includes extreme heat, extreme cold, flooding, tornado warnings, heavy snow, icy roads and more.

# Your rights and responsibilities

## TransLink passengers have the right to:

- Receive safe and reliable transportation that meets your needs.
- Receive interpretation services.
- Get materials in the language or format that meets your needs.
- Not be discriminated against by transportation providers, call-center representatives or other TransLink passengers.
- Bring a service animal or personal care attendant (PCA) as needed. Please tell the call center about other passengers who will ride with you. Emotional support animals or pets must be in an enclosed carrier.
- Bring along a few items if needed, but not too many. Items should not exceed 2'x2'x2'. For example, you might bring:
  - Three grocery bags, or
  - One box of food, or
  - Two carry-on items
- Be transported in the mobility device of your choosing (like a scooter). The device should be classified by the ADA as a mobility device.
- Request help with seatbelts or request a seatbelt extender.
- Get service in a timely manner.
- Share compliments or file grievances (complaints) about your NEMT experience.
- Submit an appeal or ask for a hearing (or both) if you feel your service was denied unfairly. See page 24 for details.
- Receive a written notice when a trip is denied.

## We expect TransLink passengers to:

- Show respect and use respectful language with all TransLink staff and drivers.
- Keep track of their belongings during a ride, at all times. Don't leave your things in a TransLink vehicle during your appointment, even if you think the same vehicle will be used for your return trip.
- Check the seats and floor before exiting to ensure belongings are removed.
- Make changes to a trip or cancel a trip before the trip. To do this, please call TransLink at 541-842-2060 or 888-518-8160 as far in advance as you can.
- Request additional stops in advance with TransLink. This includes pharmacy stops.
- Drivers are only allowed to make stops that have been approved.
- Be ready for your pick-up at the time TransLink gives you. When you're on time for the pickup, it helps the driver get you to your appointment on time. It also helps drivers stay on time for their other rides.
- Agree not to be under the influence of or take drugs or alcohol during trips.
- Agree not to smoke or vape in or near TransLink vehicles. Please stay at least 25 feet from the vehicle.

- Agree not to engage in illegal activity in or around TransLink vehicles or drivers, as well as other members.
- Wear a seat belt, which is an Oregon law.
- Agree to comply with additional rules in a public health emergency, such as wearing a mask.
- Never abuse or intimidate drivers or other passengers. This is not allowed in any case.
- Not engage in behavior that discriminates against drivers, other passengers or any TransLink staff or drivers.
- Agree to always keep service animals under control. Service animals are not permitted on passenger seats.
- Provide a correct size child safety seat for any child traveling with you, install the seat, and secure the child in the seat. Refer to the TransLink Rider’s Guide for information on when safety seats are required. Please remove the child safety seat from the vehicle at the end of each trip. No personal items should remain in the vehicle while members are in their appointments.
- Keep food or drinks in closed containers, and not consume them inside a TransLink vehicle. Exceptions can be made for small snacks for members who need to regulate their health conditions.
- Plan ahead and bring along food (for eating during stops) and medication as needed for long trips or unexpected delays.
- Provide accurate information to TransLink and our transportation providers. This will improve the service you receive.

If you need to make a stop at a pharmacy or other location, we must approve that. Drivers are allowed to make only stops that we have approved.

## Service modifications

Some members have special conditions or needs. These can include physical or behavioral health disabilities. We will modify (adjust) NEMT services to meet the rules in OAR 410-141-3955. We will also modify services for riders who have a health condition or who exhibit behaviors that pose a direct threat or safety risk to the driver or others on the trip.

### **Safety risks include behaviors such as:**

- Threatening the driver.
- Threatening others in the vehicle.
- Creating a situation that puts anyone in the vehicle at risk of harm.

Riders who misuse the service may also receive a service modification. Services may also be modified when a rider’s behavior results in health care providers refusing services based on transportation issues.

If you receive a service modification, you will be notified in writing and we will work with you. We will find other options to help you get to your health care.

## Billing

Neither we nor Jackson Care Connect may bill you for transport to or from covered medical services, even if we aren't reimbursed by the Oregon Health Authority (OHA) for those services. If you receive a bill, please call us or Jackson Care Connect immediately.

## Overpayments

Sometimes, we might pay you more than what we should have. This is called an overpayment. This can happen when:

- We reimburse you, but another agency or resource has already reimbursed you.
- Whoever provided your ride, meals or lodging was paid directly, but you were reimbursed for it, too.
- We pay you for your travel to an appointment, but you:
  - Don't use the money.
  - Don't go to the appointment.
  - Share a ride with another member who was also reimbursed.
- We give you public transit passes and you sell or transfer them to someone else.

If one of these overpayments happen, we are allowed to collect the overpaid money from you.

## Grievances, feedback, denials and appeals

### Grievances and feedback

Jackson Care Connect's health care and transportation providers want to give you the best possible care. Do you have a complaint about any part of your transportation (trip) services? You can call or write to tell us or Jackson Care Connect about it.

You have the right to file a grievance about any aspect of our services, processes or trips. A grievance expresses dissatisfaction. Our team will work to address your concerns.

#### **Grievances can be about things such as, but not limited to:**

- Being denied a service.
- Driver or vehicle safety.
- The quality of service you received.
- A rude driver or staff member.
- Whether you received the appropriate type of service.
- Your access to services.
- Your rights as a consumer.

Your NEMT services will not be negatively impacted if you file a grievance. It is important that we hear grievances so that we can provide quality services.



You can file a grievance by calling TransLink during regular business hours. We also welcome other feedback. Within five business days of TransLink receiving your grievance, we will send you one of two things: a written resolution (decision). Or a letter explaining we need more time for looking into your issue.

We will provide a final answer to you within 30 calendar days.

Do you need help completing forms or knowing how to proceed? Jackson Care Connect can help. Call its Customer Service team at 541-500-0567, toll-free 855-722-8208 or TTY 711.

**You may also:**

- Contact your provider directly to talk about your concerns.
- File a complaint with OHP Client Services. Call OHP toll-free at 800-273-0557.
- File a complaint with the Oregon Health Authority Ombudsman. Call the OHA toll-free at 877-642-0450 or TTY 711.

Your authorized representative (someone you have OK'd to act for you) may file a grievance on your behalf. You may need to tell TransLink (in writing or by voice) that you're letting an authorized representative file a grievance.

There will be no negative impacts on your NEMT services if you wish to file a grievance. It is important for all grievances to be shared so that we can provide quality services.

Neither we nor Jackson Care Connect will preclude (stop) you from making complaints or grievances that you've made previously (before). We also will not stop you from filing or submitting the same complaint or grievance to us and to Jackson Care Connect.

**TransLink, its contractors, subcontractors, and participating providers cannot:**

- Stop a member from using any part of the complaint 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 complaint, appeal or hearing already filed.
- Use the filing or result of a complaint, appeal or hearing as a reason to react against a member or to request member disenrollment.

TransLink's subcontractors cannot keep a member from making a complaint that was made before. They cannot keep you from bringing the complaint to TransLink if the complaint wasn't resolved.

## **Denials and appeals**

If you feel you have been denied service unfairly, you have the right to an appeal, a hearing or both. If you are denied a service, we will tell you verbally why the request was denied. Before mailing a Notice of Adverse Benefit Determination (NOABD) to you, Jackson Care Connect must provide a secondary review by another employee when the initial screener denies a trip.

Within 72 hours of denial, Jackson Care Connect shall mail a Notice of Adverse Benefit Determination to you (the member denied the trip). We will also send a copy to the provider with whom you had scheduled an

appointment, if they scheduled the trip for you. You can find more information about your rights in your Member Handbook.

You should always attempt to resolve concerns through us directly. However, if we are unable to resolve your concern, you may contact Jackson Care Connect Customer Service at 855-722-8208, or Oregon Health Authority Member Services at 800-273-0557.

If we deny, stop, or reduce NEMT services that you have requested, or that your health care provider requested on your behalf, we will mail you a NOABD letter within 72 hours, or as soon as possible before the change happens. The notice will tell you why we made that decision.

The letter will explain how to appeal the decision, if you want to. Follow the instructions on the NOABD letter to start the appeal process through Jackson Care Connect. You must submit the appeal within 60 days from the date on the NOABD letter.

If you choose to file an appeal, health care professionals with clinical or program expertise on the situation will review it. Jackson Care Connect will mail you a Notice of Appeal Resolution (NOAR) as quickly as your health condition requires. They will mail it no later than 16 days after the date of your request. If Jackson Care Connect needs more time, they will send you a letter. They can have up to 14 more days.

If Jackson Care Connect does not process your appeal within 16 days or by the extended appeal timeframe, this means that the appeal process has been exhausted. You can then file for an administrative hearing. You don't have to file your own grievance or your own appeal. If you wish, an authorized (approved) representative can file one for you.

You can keep getting a service that already started before our decision to deny, stop or reduce it.

**For more information about Grievance and Appeal systems, policies and procedures, please call Jackson Care Connect:**

**Phone:** 541-500-0567

**Toll-free:** 855-722-8208 or TTY 711

You can also get free legal help through Legal Aid Services Oregon Law Center. Contact the Public Benefits Hotline at 800-520-5292 or TTY 711 for more information.



**Jackson Care  
Connect™**

Part of the CareOregon Family



**541-842-2060 or toll-free 888-518-8160**

**8 a.m. to 5 p.m. Monday through Friday**

*[rvtd.org/translink](http://rvtd.org/translink)*

OHP-JCC-23-1541

JCC-23643468-1204-EN