

An Easy Guide to Your TRANSPORTATION BENEFITS

Who do I call for emergency transportation to the hospital?

Call **911** in an emergency. Ambulances are covered if you have an injury or illness. They are covered if you think it might kill or hurt you. Contact **911** immediately.

Who do I call for transportation to my medical appointments?

Non-emergency medical transportation is available through Bay Cities Brokerage at: **541-266-4323** or toll free **877-324-8109**

Call Monday through Friday 8am to 5pm. You must call at least 2 days ahead to schedule your ride.

You must provide the following information:

- Name, address, and phone number
- Member ID number
- Doctor/Clinic/Hospital Name
- Date and time of appointment
- Pick up time after the appointment
- Let them know if you have any special needs like a wheelchair or service animal
- Provide clear directions to your home

A bus ticket, taxi fare, or reimbursement to a friend for gas can be provided in certain situations.



541-269-7400 or 800-264-0014

(TTY: 711 or 800-735-2900)

ADVANCEDHEALTH.COM

What appointments will they take me to?

Transportation is available to any medical appointment. This includes your doctor, dentist, urgent care, or counselor. They can also help with pharmacy visits. 2 pharmacy visits per month are allowed. These are in addition to stopping on the way home from your doctor's appointment.

Is there any cost to me?

No. These services are free to members.

Some additional things to know:

Children under 13 must have an adult with them. One adult can travel for free with children under 18. You must bring Car seats with you and use them if required. It is a shared ride program, there may be other passengers.

How do I make a complaint about the transportation?

Call Bay Cities Brokerage Customer Care at:
541-266-4323

You can get this letter in another language, large print, or another way that is best for you. It is free of charge. You can also have a language interpreter free of charge.

Changing Your Address

When you change your address or phone number, tell all your health care providers, your Coordinated Care Organization (CCO), and the Oregon Health Authority (OHA)

- Email: oregonhealthplan.changes@state.or.us
- Call Oregon Health Plan (OHP) Processing Center: **1-800-699-9075, TTY 1-800-735-2900**
- Call Advanced Health Member Services
- Call your PCP's office

