



BAY CITIES BROKERAGE

RIDER'S GUIDE



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Introduction

Bay Cities Brokerage provides non-emergency medical transportation (NEMT) to eligible Oregon Health Plan (OHP) Western Oregon Advanced Health (WOAH) clients traveling to covered medical services.

Non-Emergency Medical Transportation is provided for clients who have no other way to get to their medical services. Reimbursement may be available if a friend or family member can take you.

Bay Cities Brokerage contracts with local companies to provide medical transportation rides, so rides are dependent on the availability of a provider. Sometimes there may not be any provider available that can provide a ride. In order to best ensure a ride is available for you, please call to schedule your ride as far in advance of your appointment as possible.

Client Eligibility/Cost

Prior to providing transportation services BAY CITIES BROKERAGE verifies your current OHP WOAHP eligibility. If you are a current OHP client and you have no other transportation options, there is no cost to you for authorized transportation services.

Selecting a Medical Provider

To be eligible for BAY CITIES BROKERAGE services you need to choose a medical care provider in your local area. If a provider is not available in your city or town, you can ask for a ride to the nearest location where the WOAHP approved service you need is available.

You have the right to choose your own medical care that is located outside your local area. However, if you choose a medical care provider not in the location where a WOAHP approved provider is available, and a medical care provider is available in your local area, then you are responsible for your own transportation. Rides to medical providers outside your local area or rides that are not to the next nearest location where service is available are not BAY CITIES BROKERAGE covered services.

Scheduling a Ride

Rides can be scheduled through our call center Monday-Friday 8:00am-5:00pm.

Rides going out of Coos/Curry Counties or WOAHP's Network require 48 hours notice, all other trips need 24 hour notice. **Any trip request that is received after 4pm the day prior to the appointment will not be authorized unless the doctor's office scheduled it after 4pm and we can verify it.**

To Schedule a ride, please call:

Phone: 1-877-324-8109

Toll Free TTY: 7-1-1

Local: 541-266-4323

For Emergency Room Transports

please call: 9-1-1

A customer service representative will verify your eligibility and request the following information:

- your name
- your address
- your phone number
- physician /facility name
- physician /facility address
- physician /facility phone number
- date of appointment
- time of appointment
- return pick-up time after appointment
- medical reason for your appointment (to verify covered services)
- any special mobility needs (such as a wheelchair or service animal)
- any specific directions to your home or medical facility

If you are calling to schedule a ride for a minor child the customer service representative will also need to know the child's personal information and who will be the adult attendant for the child (Please see the Children Section.)

The customer service representative will verify that you are traveling to a covered OHP WOAHA Medical Service and that you have no other way to get to your appointment.

The customer service representative will then either authorize or deny the trip based on the information provided. Same-day rides will be scheduled after verifying with your doctor or medical office that you must be seen that day.

You should not call transportation providers directly, except for your return ride. Call the BAY CITIES BROKERAGE office if you have any questions or changes to your ride.

If you are denied transportation based on OHP program guidelines, you will receive a denial verbally, as well as a letter that references the applicable rule and the reason for the denial. If you feel you have been denied transportation services unfairly, you may have the right to a Fair Hearing. Fair Hearing information will be provided with your denial letter.

BAY CITIES BROKERAGE also schedules gurney/stretchers transportation. If you have an emergency, call 9-1-1. For gurney or stretcher, contact the brokerage.

When to be ready

It is important that you are ready at your scheduled pickup time. The customer service representative will provide you with your pick up time during your call.

Transportation providers may arrive 15 minutes before or 15 minutes after your scheduled pickup time, allowing adequate time for you to reach your appointment on time and if the transportation provider is not there on time call the brokerage immediately.

For return trips, transportation providers should arrive within one hour after receiving your call to request a return ride. If this does not happen, please call

1-877-324-8109 or the Oregon Relay Service {TTY} at 7-1-1.

You must call the BAY CITIES BROKERAGE office if you miss your scheduled ride. Do not call the transportation provider to reschedule a ride.

If you are not ready for your ride when the transportation provider arrives, the provider will wait 5 minutes. After 5 minutes, the provider may go to their next destination and your trip will need to be rescheduled.

You do not have to leave before your scheduled pickup time. If the transportation provider arrives early for your scheduled pickup, the five minute wait time begins at your scheduled pickup time made with the brokerage.

Cancellation and No-Show Policy

When you need to cancel a ride or change an appointment, call BAY CITIES BROKERAGE as soon as possible so that the transportation provider can be notified. Do not call the transportation provider directly.

You can call to cancel rides from 8 a.m. to 5 p.m. Monday-Friday.

If you are not ready at your pickup time and you have not canceled your ride at least 30 minutes in advance of your pickup, the ride is considered a No-Show.

If you call to cancel a ride and the provider is on their way, or if you cancel when the transportation provider arrives at the door, the ride is considered a No-Show.

It is important that you make every effort to avoid No-Shows you must call to cancel unneeded rides. Multiple No-Shows may result in transportation provider refusing to provide you with service, since providers are not paid for No-Show rides. Failure to cancel unneeded rides may limit available transportation resources making transportation difficult for all our clients.

If you repeatedly No-Show, BAY CITIES BROKERAGE may also impose special conditions and reasonable limitations on your future rides. These may include but are not limited to: limiting the number of rides you can schedule at a time, limiting how far in advance you may schedule rides, and limiting you to a specific provider.

Service Hours

Medical Transportation services, if available, may be provided 24 hours a day, 365 days a year. However, it may be difficult to arrange transportation after normal business hours or on weekends or holidays, so please be sure to call as far in advance as well as during business hours to schedule your rides.

Types of Transportation

Medical Transportation is scheduled with the most appropriate and cost-effective type of service that meets your needs. Based on your situation, this could be:

- Bus (tickets/pass) or Mass Transit
- Wheelchair van
- Sedan
- Secure transport
- Stretcher car
- Reimbursement to friend or family

BAY CITIES BROKERAGE is a shared ride program so other passengers may be picked up and/or dropped off along the way. When possible, you may also be asked to schedule multiple appointments on the same day to avoid repeated trips. You may also be asked to have a friend or family member drive you to the appointment and they would receive mileage reimbursement.

Service Description/ What to expect

When authorized by BAY CITIES BROKERAGE, transportation providers may come to the door of your home or the main entrance of the facility to let you know that your ride is ready. They may assist you into or out of the vehicle.

Transportation providers may also assist you into the main entrance or lobby of medical facilities, but they will not assist you into medical rooms or other areas of

the building. If you require further assistance, you will need to provide your own personal care attendant.

Transportation providers are not allowed to enter your room, except for hospital discharges or stretcher car transports.

Transportation providers are not allowed to help you get ready for transport (feeding, dressing, etc.)

Transportation providers do not transfer you between bed and wheelchair, wheelchair and vehicle, etc.

Transportation providers will assist you up and down curbs, if requested.

Not all transportation providers are able to help you up and down stairs if you are a wheelchair user. If you use a wheelchair, please be sure to inform BAY CITIES BROKERAGE of any steps you may have to go up or down in order to ensure that you are scheduled with an appropriate provider.

Transportation providers may not request or receive cash, fares, or tips for your ride.

Personal Care Attendant

A personal care attendant must accompany you if you are unable to travel by yourself to your appointments. You, your guardian, or your caregiver is responsible for providing a personal care attendant when needed.

One personal care attendant can travel with you at no cost. Additional riders may have to pay a fare or a shared-ride cost. BAY CITIES BROKERAGE only provides transportation.

It is not responsible for wages, meals or other costs associated with your personal care attendant.

Children

Children under age 12 must have one adult attendant with them at all times. The attendant may be the child's parent or legal guardian, an adult relative, an adult expressly identified in writing by the parent or legal guardian as an attendant, or a Department of Human Services employee or volunteer.

The adult attendant can ride with the child at no cost. Children age 12 and over do not require an adult attendant for transportation. However one adult attendant may still travel with children under age 18 at no cost. Remember, most medical procedures for children under age 18 require adult consent and supervision.

Car seats or booster seats are required by Oregon state law. The adult attendant must provide and install car seats or booster seats. Transportation providers do not provide or help in stall or remove car seats. Children will not be transported without a car seat or booster seat.

Car seats may not be left with a transportation provider during a child's appointment because the same provider may not provide the child's return ride.

Up to three children under age 6 may accompany a fare paying passenger on the fixed-route bus at no cost.

Wheelchair Mobility Aids

If you use a wheelchair, transportation providers will assist you up and down curbs only if you ask.

If you use a non-standard or oversized wheelchair, you must inform BAY CITIES BROKERAGE so that an appropriate vehicle can be sent. An oversized wheelchair is larger than 30 inches wide, 48 inches long and/or weighs more than 600 pounds when occupied.

Three-wheeled scooters are difficult to secure once in the vehicle. If you use a scooter, you may be asked 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, need to be safely stowed in the vehicle once you are seated. The transportation provider will help secure your equipment if necessary.

Portable oxygen tanks must be in a carrier that secures the tank while being transported.

Service animals trained to assist people with disabilities are permitted in all BAY CITIES BROKERAGE contracted vehicles. BAY CITIES BROKERAGE must be notified in advance if you will bring a service animal on your ride.

Safety Belts

You and all other passengers are required to wear seat belts in compliance with Oregon state law. If you or anyone traveling with you needs a seat belt extender you must notify BAY CITIES BROKERAGE at the time you schedule your ride.

Children are required to use car seats or booster seats in accordance with Oregon state law. The adult attendant must provide and install the car or booster seat. Children will not be transported without a car or booster seat.

Clients using wheelchairs must use the lap and shoulder belt.

A certificate of exemption to the safety belt law can be requested from the Oregon Department of Transportation Safety Division. Written verification from a physician stating the medical reason the individuals unable to use a safety belt is required for consideration of an exemption. Passengers must carry the exemption card with them and show the card to the driver.

Reimbursements

Reimbursement Verification Forms may be mailed to members upon request. Members will receive reimbursement instructions and verification forms in the mail, forms and instructions are also available online at <http://www.bca-ride.com> under the Members and Riders Section. The member will need to take their reimbursement verification form with them to their appointment, fill in all of the information and obtain an authorized signature. Upon completion, the member will mail the verification form or Drop Off to

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

Upon receipt, please allow up to 30 days for processing, all reimbursement verification forms must be returned within 45 days of the member's appointment. ALL REIMBURSEMENT REQUESTS MUST HAVE PRIOR AUTHORIZATION or they will not be processed. Please give us at-least 48 hour notice for all out of town requests and no less than 24 hours for in town, if possible. OAR 410-136-3240

ALL REQUESTS TO THE EMERGENCY ROOM ARE NOT AUTHORIZED

- The Reimbursement amounts are calculated as followed
 - Mileage: \$0.25/mile
- Meal Reimbursements are received if the travel is a minimum of 4 hours outside of the their local area.
 - Breakfast: \$3.00 – Travel must begin before 6:00am
 - Lunch: \$3.50 – Travel must span the entire period from 11:30am-1:30pm
 - Dinner: \$5.50 – Travel ends after 6:00pm
 - The members do not need to submit receipts for meals.
- Lodging reimbursement is available if the travel begins before 5:00am in order to reach a scheduled appointment or if travel from a scheduled appointment would end after 9:00pm
 - Lodging Amount: \$40.00 per night.
 - Lodging is not reimbursed if the trip can be completed in one day or for multiple appointments on different days when they can be scheduled the same day.

Client Confidentiality

BAY CITIES BROKERAGE employees, transportation providers and drivers are prohibited from discussing or sharing OHP client information, except for normal business purposes.

Client Feedback

BAY CITIES BROKERAGE and its transportation providers want to provide safe and successful.

Our goal is to provide:

- Courteous, professional ride-scheduling services.
- Safe, on-time transportation
- Skilled, trained vehicle operators
- Door-to-door mobility assistance as needed
- Prompt and accurate responses to questions and concerns
- Clean vehicles

BAY CITIES BROKERAGE welcomes feedback about how our staff and transportation providers are doing. We research all reports of problems with our services and contact our providers to resolve any issues.

Compliments are also welcome. Let us know what we're doing right!

Compliments, complaints and recommendations can be made by calling BAY CITIES BROKERAGE at:

Phone: 1-541-266-4323

Toll Free: 1-877-324-8109

Oregon Relay Service (TTY): 7-1-1

Please attempt to resolve any transportation concerns directly with BAY CITIES BROKERAGE. If BAY CITIES BROKERAGE is unable to resolve your Concerns, you may contact Western Oregon Advanced Health Customer Service Team.

410-120-1855

Client's Rights and Responsibilities

(1) Division of Medical Assistance Programs (Division) clients shall have the following rights:

- (a) To be treated with dignity and respect;
- (b) To be treated by providers the same as other people seeking health care benefits to which they are entitled;
- (c) To refer oneself directly to mental health, substance use disorder or family planning services without getting a referral from a Primary Care Practitioner (PCP) or other provider;
- (d) To have a friend, family member, or advocate present during appointments and at other times as needed within clinical guidelines;
- (e) To be actively involved in the development of his/her treatment plan;
- (f) To be given information about his/her condition and covered and non-covered services to allow an informed decision about proposed treatment(s);
- (g) To consent to treatment or refuse services, and be told the consequences of that decision, except for court ordered services;
- (h) To receive written materials describing rights, responsibilities, benefits available, how to access services, and what to do in an emergency;
- (i) To have written materials explained in a manner that is understandable to the Division client;
- (j) To receive necessary and reasonable services to diagnose the presenting condition;
- (k) To receive Division covered services that meet generally accepted standards of practice and are medically appropriate;
- (l) To obtain covered preventive services;
- (m) To receive a referral to specialty providers for medically appropriate covered services;
- (n) To have a clinical record maintained which documents conditions, services received, and referrals made;
- (o) To have access to one's own clinical record, unless restricted by statute;
- (p) To transfer of a copy of his/her clinical record to another provider;
- (q) To execute a statement of wishes for treatment, including the right to accept or refuse medical, surgical, substance use disorder or mental health treatment and the right to execute directives and powers of attorney for health care established under ORS 127 as amended by the Oregon Legislative Assembly 1993 and the OBRA 1990 -- Patient Self-Determination Act;
- (r) To receive written notices before a denial of, or change in, a benefit or service level is made, unless such notice is not required by federal or state regulations;
- (s) To know how to make a Complaint, Grievance or Appeal with the Division and receive a response as defined in OAR 410-120-1860 and 410120-1865;
- (t) To request an Administrative Hearing with the Oregon Health Authority (Authority);
- (u) To receive a notice of an appointment cancellation in a timely manner;
- (v) To receive adequate notice of Authority privacy practices.

410-120-1855

Client's Rights and Responsibilities - CONTINUED

(2) Division clients shall have the following responsibilities:

- (a) To treat the providers and clinic's staff with respect;
- (b) To be on time for appointments made with providers and to call in advance either to cancel if unable to keep the appointment or if he/she expects to be late;
- (c) To seek periodic health exams and preventive services from his/her PCP or clinic;
- (d) To use his/her PCP or clinic for diagnostic and other care except in an Emergency;
- (e) To 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;
- (f) To use emergency services appropriately;
- (g) To give accurate information for inclusion in the clinical record;
- (h) To help the provider or clinic obtain clinical records from other providers which may include signing an authorization for release of information;
- (i) To ask questions about conditions, treatments and other issues related to his/her care that is not understood;
- (j) To use information to make informed decisions about treatment before it is given;
- (k) To help in the creation of a treatment plan with the provider;
- (l) To follow prescribed agreed upon treatment plans;
- (m) To tell the provider that his or her health care is covered with the Division before services are received and, if requested, to show the provider the DMAP Medical Care Identification form;
- (n) To tell the Department or Authority worker of a change of address or phone number;
- (o) To tell the Department or Authority worker if the Division client becomes pregnant and to notify the Department worker of the birth of the Division client's child;
- (p) To tell the Department or Authority worker if any family members move in or out of the household;
- (q) To tell the Department or Authority worker and provider(s) if there is any other insurance available, changes of insurance coverage including Private Health Insurance (PHI) according to OAR 410-120-1960, and to complete required periodic documentation of such insurance coverage in a timely manner;
- (r) To pay for non-Covered Services under the provisions described in OAR 410-120-1200 and 410-120-1280;
- (s) To pay the monthly OHP premium on time if so required;
- (t) To assist the Division in pursuing any TPR available and to pay the Division the amount of benefits it paid for an injury from any recovery received from that injury;
- (u) To bring issues, or Complaints or Grievances to the attention of the Division; and which is pertinent and needed to respond to an Administrative Hearing request in an effective and efficient manner.

Stat. Auth.: ORS 413.042

Stats. Implemented: ORS 414.025 & 414.065

Hist.: OMAP 39-2005, f. 9-2-05, cert. ef. 10-1-05; OMAP 15-2006, f. 6-12-06, cert. ef. 7-1-06; DMAP 37-2013(Temp), f. 6-27-13, cert. ef. 7-1-13 thru 12-24-13; DMAP 71-2013, f. & cert. ef. 12-27-13