

# Non-Emergent Medical Transportation Services (NEMT) in the Gorge

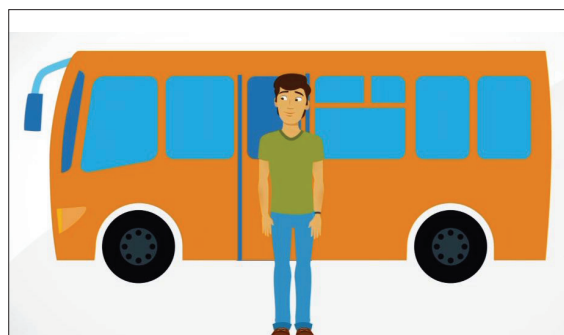


## What is NEMT?

Non-Emergent Medical Transport, or NEMT, is how you can get a ride to a covered healthcare appointment. This is for scheduled healthcare appointments, not emergencies. Greater Oregon Behavioral Health, Inc. (GOBHI) is the company that provides this service for Oregon Health Plan members in the Gorge.

There are many ways we can help you get to your appointment depending on your needs. Examples are:

- Bus pass or taxi service.
- A ride from a volunteer driver.
- Wheel-chair accessible vehicle service.
- Stretcher vehicle or non-emergent ambulance.
- Reimbursement for driving yourself (if you tell us before the appointment).



Please note, some rules may apply. Call GOBHI or PacificSource Customer Service for more information. Phone numbers are listed on the back.

## Who can get a ride?

You are eligible for a free ride to your covered appointment if:

- You are on Oregon Health Plan and enrolled in the Gorge CCO.
- Your appointment is for something that Oregon Health Plan pays for.
- You can't find any other way to get to the appointment.

Children ages 12 and under must travel with a parent or guardian who is at least 18 years old.

## When to call?

Call as soon as you schedule your medical appointment. Same-day and next-day rides requests may be approved for:

- Hospital discharges.
- Rides to your Primary Care Provider (PCP) for treatment of a serious illness.
- Rides to a specialist when your PCP refers you for a next available appointment.

## Reimbursements

If you or someone else drives you to your appointment, you may be able to be paid back for part of the cost of the mileage. This is from your home to your appointment and back.

**If you want to be paid back, you must report this to GOBHI before your appointment.**

If the ride is urgent and GOBHI is closed, you can be paid back for mileage, hotel and food expenses if you send in the papers within 45 days.

***Always call 911 if you are having a medical emergency.***

### Scheduling a ride:

1. Call GOBHI toll-free at (877) 875-4657. TTY call 711, Monday - Friday: 7:00 a.m.- 5:00 p.m.
2. When you call, you will need to give some information about your trip:
  - Address where you need to be picked up and a phone number.
  - Address of where you are going.
  - Date and time of your appointment.
  - Name and phone number of provider.
  - Purpose of the appointment.
  - If you have any special needs.

You can get this flier in another language, large print, or another way that's best for you. Call us toll-free at (800) 431-4135. TTY users call (800) 735-2900.

Si usted necesita servicios de intérprete, por favor llame al teléfono (800) 431-4135 si vive en Central Oregon o al teléfono (855) 204-2965 si vive en Columbia Gorge.