

About the Program

Cascades West Ride Line provides non-emergent medical transportation to any health-related location for Samaritan Advantage members who have no other way to get there.

Sometimes there may not be a provider available to give you a ride, so please call to schedule your ride several days before your appointment.

Benefit Information

Samaritan Advantage **Premier Plan, Premier Plan Plus** and **Conventional Plan** members have the following benefit:

- Unlimited trips.

Samaritan Advantage **Special Needs Plan** members have the following benefit:

- 24 one-way trips per calendar year.

Scheduling

Individual and reoccurring appointments can be scheduled 90 days in advance. Call as soon as you know of your appointment so we may facilitate finding you a transportation provider.

Type of Transports:

- Ambulatory/
sedan
- Wheelchair/
van

Hours of Operation:

Monday - Friday
8 a.m. - 5 p.m.

Voice: 541-924-8738
Toll Free: 866-724-2975
TTY: 711

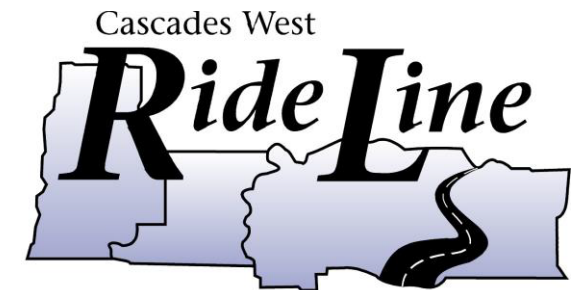
Holiday Closures:

- New Year Day
- Martin Luther King, Jr. Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve (1/2 day)
- Christmas Day

Rides may be provided **24 hours a day, 365 days a year** depending on transportation provider availability.

Providing Feedback:

Contact Ride Line with any concerns or commendations. You may also call Samaritan Advantage Health Plans Customer Service at 800-832-4580 (TTY 800-735-2900).



Serving Linn, Benton and Lincoln County Residents



A program of Oregon Cascades West Council of Governments;
1400 Queen Avenue SE, Albany OR 97322
February 2020

Transportation Provided to:

Any health-related location. This includes provider visits, pharmacies, fitness classes, vaccination events, etc.

At Time of Call, Provide:

Your date of birth and home address for security purposes; your health provider contact information including full address; date, time, and length of your appointment; the reason for your trip; any special mobility needs.

About Your Trip:

We ask that you be ready 15 minutes before your pickup time. Transportation providers may arrive before your scheduled pickup time but you are not required to board the vehicle prior to your scheduled pickup time. Driver will make their presence known either by knocking or calling. If you are not ready for your ride, the provider will wait 15 minutes. After 15 minutes, the provider will notify Ride Line and go to their next destination and your trip will need to be rescheduled.

Safety Belts:

Seat belts must be worn at all times. Passengers with the Oregon Department of Transportation safety belt exemption card must carry the card and show the card to the driver.

Personal Care Attendant:

One person may ride along with you free of charge. Providers do not provide or help members to install or remove car seats. Our drivers are limited to door-to-door service and cannot assist the client with feeding, dressing, etc.

Cancellations/No-Shows:

If you need to cancel a ride you must call Ride Line as soon as possible. You may leave a voicemail to cancel 24 hours a day. Rides not cancelled within 1 hour of the scheduled time, are considered a no-show. No-shows may result in providers refusing to continue providing services to you.

Pharmacy Trips:

Trips to the pharmacy can be scheduled in conjunction with your medical appointment. There may be other situations for pharmacy requests. Call Ride Line for details.

Same-day Rides:

Same day appointments will only be scheduled after verifying with your doctor's office that it was not previously scheduled. We also accommodate same day trips to the nearest urgent care clinic.

After Hours Instructions:

For urgent matters only. Call Ride Line and follow the prompts to receive after hours transport. In case of emergency, call 911.

