



Get free rides to healthcare appointments

Schedule a ride

You can schedule rides using the following methods:

- Call Modivcare using the number listed for your region in the right-hand column.
- Book online at [MyModivcare.com](https://www.mymodivcare.com).
- Scan the QR code to download the Modivcare app and schedule your ride.
- Ask a caregiver or provider to assist you with scheduling a ride.



Scan for Modivcare member app

To help us find the best ride for you, we'll need the following trip details:

- Your PacificSource ID number
- The time and location of your appointment
- The address where you need to be picked up
- The total number of people who will go with you (up to two adult attendants)
- If you have any special needs for the ride (such as a portable oxygen tank, wheelchair, walker, crutches, scooter, or any other special equipment for mobility or need for extra space)
- If you need language assistance or have other communication needs
- If you have a service animal (defined as a dog trained to help a person with a disability)

Continued >

Contact information and service hours

Modivcare
[PacificSourceRide.net](https://www.PacificSourceRide.net)

Central Oregon: 855-397-3619
Columbia Gorge: 855-397-3617
Marion & Polk: 844-544-1397
TTY: 711.
We accept all relay calls.

Hours of Operation

Monday – Friday,
9:00 a.m. to 5:00 p.m.
For urgent and discharge
trips: 7 days a week,
24 hours a day

Call 911 in an emergency.



Get reimbursed

If you drive yourself to an appointment, or someone else drives you, Modivcare can pay for the miles driven. Modivcare will send you a check or add the funds to a debit card. There are two ways to submit your mileage reimbursement claims:

Use the Modivcare member app:

- Be sure to book your mileage reimbursement trip before your appointment.
- The provider's office will need to digitally sign for your trip at the appointment.
- The Modivcare App provides faster reimbursements.
- You can track your mileage claims in the app.

Submit a Mileage Reimbursement paper form:

- Call Modivcare before your appointment to get a trip number.
- Get the form at: [PacificSourceRide.modivcare.app/members/downloads](https://www.pacificsource.com/modivcare/app/members/downloads)
- The provider's office must sign the form at the appointment.
- Modivcare must receive the form within 45 days of your appointment.
- If you need help with the mileage reimbursement process or with the Modivcare App, call Modivcare.



Scan for mileage reimbursement form



Traveling with children

- Children 12 years old and younger must ride with an adult.
- By law, all infants and young children must be in a car seat or booster seat. Families must provide and install the car seat or booster seat.
- Car seats and booster seats cannot be left in the vehicle, as a different driver may be assigned for the return trip or the space may be needed for other passengers between rides.

You can get this document in another language, large print, or another way that's best for you. You can also request an interpreter. This help is free. Call 800-431-4135 or TTY 711. We accept all relay calls.

Usted puede recibir este documento en otro idioma, impreso en una letra más grande o de otra manera que sea mejor para usted. También puede solicitar un intérprete. Esta ayuda es sin costo. Llame al 800-431-4135 o por TTY al 711. Aceptamos llamadas del servicio de retransmisión.

PacificSource Community Solutions must treat you fairly. We must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's race, color, disability, national origin, religion, sex, sexual orientation, gender identity, marital status, or age.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-431-4135, TTY: 711.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-431-4135, TTY: 711.