



Get a ride



You can get free rides to healthcare appointments

As a PacificSource member covered through the Oregon Health Plan (OHP), you can get free rides to healthcare appointments. This is for scheduled covered healthcare appointments. It is not for emergencies.

There are many ways we can help you get to your appointment. These include:

- Bus ticket or taxi service
- A ride from a volunteer driver
- Wheelchair accessible vehicle service
- Stretcher vehicle
- Reimbursement for driving yourself
- Non-emergency ambulance

Some rules may apply. Call your transportation provider or PacificSource Customer Service for more information. (Phone numbers are listed on the next page.)





Get a ride

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

- You are enrolled in the Oregon Health Plan in Central Oregon, the Columbia Gorge, Lane, Marion, or Polk Counties.
- You need help getting there.

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



Get reimbursed

You may be paid back for part of the mileage costs from your home to your appointment, and back.

If you want to be reimbursed for your own mileage, contact the ride provider as shown on the right-hand side of this page. They'll provide a form you'll need to take with you on your trip. Be sure to submit that completed form within 45 days of the appointment.

Verified expenses for mileage, lodging, and meals can be paid back to you. This is when a ride provider is unavailable, but your ride is necessary.

Call 911 in an emergency.



Schedule a ride

Call ModivCare if you live in:

Crook, Deschutes, Jefferson, or Klamath Counties:

855-397-3619, TTY: 711

Hood River or Wasco Counties:

855-397-3617, TTY: 711

Marion or Polk Counties:

844-544-1397, TTY: 711

Call RideSource if you live in:

Lane County:

877-800-9899, TTY: 711

Provide details about your trip

- Time and location of your appointment
- Address where you need to be picked up
- If a friend or family member can accompany you
- If you have any special needs for the ride

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.