Rides to Wellness is intended to provide demand response access to medical care and bridge the coverage gap between Medicaid/OHP and those who can afford private transportation. Program goals include improved access to primary and urgent care, fewer missed appointments, less preventable use of the Emergency Room and reduced preventable hospitalization (or rehospitalization).

While Public Transit offers the backbone of the system, private taxis and contract couriers have been invited to participate. The method of passenger delivery is based on provider availability, what is most medically appropriate and what is most cost effective.

Passengers can access network services by calling (541) 963-2877 or toll free at (855) 317-4286. Medicaid and Oregon Health Plan recipients are routed through the brokerage, which can be reached at 877-875-4657. For passengers not routed through the brokerage there is a fare for the service. In Union County it is free. Outside of Union County is on a sliding scale for cost based on mileage. Call 541-963-2877 for more information.

Customer service is available:
Mon - Fri 9 am to 5:00 pm

Rides can be scheduled for (almost) any time a medical appointment is made. Reservations to ride can be made up to 14 days in advance.

It is the stated goal of this program to respond to ride requests from La Grande/Island City in 60 minutes or less and in neighboring communities (such as Union, Elgin, Cove or North Powder) in 90 minutes or less. However daily ride slots fill up quickly and the sooner you can reserve your ride the better the chance for a positive outcome.

Rides to Wellness features a broad range of passenger accessibility options including:
- Sedans
- ADA Accessible Mini Vans
- Stretcher Car

However, none of the program's providers have medical professionals on staff. We are not an appropriate option for medical emergencies that require care in route.

Rides to Wellness welcomes your service animal and/or personal care attendant. One quick caveat... A service animal is defined as having been individually trained to perform tasks to accommodate an individual with a disability. The Americans with Disabilities Act considers companion and comfort animals to be pets - sorry, we can't transport pets...

If you'll be riding with a care provider or service animal, please advise the ride scheduler when booking your reservation so we can send the most appropriate provider and a vehicle with sufficient capacity.

Limitations...

This service is designed primarily to serve Union County. If you have an access need outside of Union County we may be able still be able to assist as we have other programs. Please call for more information...

Trips are provided on an origin-to-destination basis. For some riders that means curb-to-curb, for others it may mean door-to-door. We can even escort riders into the waiting room at the clinic; however, we are unable to enter your dwelling.
When you call for an appointment, please have the following information available:

- Your name, home address and phone number
- Your complete appointment address including doctor’s name and phone number (if known)
- Your appointment time and date
- Approximate length of your appointment (if known)

**WE KEEP ALL INFORMATION CONFIDENTIAL**

If your plans change, please call right away as we may be able to clear your reservation for another rider. If you need to cancel outside of office hours, please leave a voicemail.

We encourage feedback to better our service. Please reach out to us Facebook: www.facebook.com/NeoTransit Website: www.neotransit.org

Or Contact us directly:

Northeast Oregon Public Transit is a service of Community Connection of Northeast Oregon, Inc.

Transit Operations Office
2204 East Penn Ave
La Grande, OR 97850

Information Line: (541) 963-2877

www.neotransit.org

For alternative formats of this document please request via 541-963-2877, or call TTY at 711 or 1-800-735-2900.