

***Union County Public
Transportation
Rider's Guide***



**Community
Connection
of Northeast
Oregon, Inc.**

Northeast Oregon Public Transit

Union County

2025

Are you ready to ride?

Programs and things you should know.

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For alternative formats of this document, please request via 541-963-2877.

or call TTY at 711 or 1-800-735-2900

Offered Services

EOCCO (GOBHI)

A service available to qualifying members with Oregon Health Plan (OHP)/Medicaid. This plan offers free medical transportation to appointments covered under their eligible service plans.

Eligible covered services include:

- Medical
- Mental Health
- Dental

Please see Appendix F for more information about these services.

Deviated Fixed Route

A service intended to aid passengers who find it difficult to reach a designated stop on the bus route. This deviated fixed bus route deviates to a specific location to pick up and drop off passengers within $\frac{3}{4}$ (three quarters) miles off the route. Please note that travel times may be longer, as you may need to ride the full route to reach your destination, and transfers at the Hub may be required. (i.e., A passenger traveling from Walmart to the Hospital, will need to complete the Blue Route and transfer to the Yellow Route at the Hub).

A “Third bus” deviation may be required when the deviated location is too difficult for the regular fixed bus to reach. These third buses follow the same timeframes as the regular fixed bus and may pick up multiple passengers. Please see Appendix A, B, and C for Brochures.

CAT Link

CAT Link (Connecting all towns) is a service available for any eligible resident of Union County. This program provides riders transportation for town-to-town travel within the boundaries of Union County. To ensure appropriate use of grant funds, ridesharing may be required, and you may need to extend your trip to reduce the number of separate travel instances. Address, age, disability, or any other type of class does not restrict your eligibility for this program.

Rides to Wellness

For individuals unable to afford private options or not qualified for EOCCO (GOBHI) transportation, Rides to Wellness provides demand-response transportation to medical appointments. This program was designed to help improve access to primary and specialty care, reduce missed medical appointments, reduce emergency room visits, and prevent hospitalizations or readmissions.

This service is intended to be for veterans, elderly, low-income, or individuals with disabilities who have a need for transportation outside of Union County for specialty medical appointments. A co-pay is required for this service, which is determined based on travel distance and any waiting time during the appointment.

Title XIX

Eligibility for this ticket-for-ride program is determined by a Case Manager through the local DHS office. Tickets are distributed by DHS to eligible rides on a monthly basis and can be used with Union County Public Transit services to facilitate riding needs such as grocery shopping, hair appointments, and rides to recreational locations (parks). Tickets must be presented to the driver prior to receiving the ride.

Please contact DHS at 541.963.4113 for more information.

Deviated Fixed Route Guide to Riding

Enjoy the Free Fare!

La Grande is currently serviced by three deviated routes; Yellow Route, Blue Route, and Blue Saturday Route which comply with ADA regulations. With two routes that operate Monday through Friday from 7:30 AM to 4:30 PM, while another operates 10:00 AM to 2:30 PM on Saturdays, Union County Public Transit offers a unique opportunity for our citizens of La Grande.

The Yellow Route (Appendix A, pg. 25-26) which approximates 40 minutes per loop, completes a southwest loop after leaving the Transit Center. Offering passengers access to DHS, Safeway, Marketplace downtown, all Grande Ronde Hospital Clinics, the La Grande School district, Eastern Oregon University, and the Court House.

The Blue Route (Appendix A, pg. 23-24), which approximates 40 minutes per loop, completes a loop north after leaving the Transit Center. Offering passengers access to Safeway, City Hall, Riveria Activity Center, Veteran's Village, Island City, Walmart, and most low-income apartment facilities.

The Blue-Saturday (Appendix A, pg. 27-28), which operates on Saturday, is a combination of both Yellow and Blue routes and takes approximately 45 minutes per loop. It offers passengers access to Eastern Oregon University, Safeway, Max Square, Riveria Activity Center, Veteran's Village, and Walmart.

Scheduling a Deviation

An eligible deviation falls within a three-quarter (3/4) mile of a fixed route. Deviations can be scheduled Monday through Saturday by calling the Transit Center. As a standard, 24 hours' notice for a deviation is requested, however, it must be scheduled no later than 5:00 PM the business day prior. Deviations can be requested up to two weeks in advance. For more information see our published route deviation policy.

Flag a Ride

Any passenger with the intent to ride may flag down the bus along the normal fixed route. The bus will then pull over to the nearest safe location to allow boarding. For safety reasons we do not allow flagged stops on Island Avenue, on the 2nd St. bridge, or on Adams Avenue in front of the library.

Accessibility

In compliance with ADA regulations, all Union County Public buses are equipped with power lifts or ramps to ensure accessibility for all passengers.

The best practice for boarding with a mobility device:

- Wait where the driver can see you.
- Ask the driver to lower the lift or ramp if it has not already been deployed.
- Board the bus safely using the lift or ramp.
- Take advantage of securement points available to you (assistance will be given if it is needed).

Tips for a Safe Ride

Recommendations to ensure a safe ride.

- Avoid running through traffic to catch the bus.
- Obey all traffic laws; only cross at designated crossing and look both ways.
- Do not be distracted; be aware of your surroundings.
- Do not cross in front of the bus, unless at a full stop at traffic lights or parked.
- Wear light or reflective clothing when it is dark outside.
- While the bus is in motion please take seat, hold onto a seat, handrail, or strap.
- Secure your belongings; loose items become potential projectiles in the event of an accident.
- Keep track of belongings; Union County Public Transit is not responsible for items that are lost or stolen.

What Can I Bring on Board?

You are welcome to bring the following items on the bus, as long as they do not block the aisle or interfere with passenger safety (subject to the driver's discretion):

Allowed Items:

- Mobility Devices: Wheelchairs, scooters, walkers, canes
- Personal 2-Wheeled Carts: Must be secured and not block the aisle.
- Strollers: Must be strapped down; children must be removed
- Personal Bags: Must be safely stowed without blocking walkways.
- Food & Drink: Must be in sealed containers only.

- Service Animals: Must meet ADA definition (comfort animals are not considered service animals)
- Other Animals: Must be transported in a small or medium kennel.
- Personal Portable Electronics: Phones, handheld games, etc.

♦ **Note:** Drivers will not assist with any item **over 25 lbs.** Assistance is typically not provided on fixed routes unless ADA-related.

Rules for Riding

Please follow these rules to help us ensure a safe and respectful environment for everyone:

- No Eating on the Bus
- No Open Containers (Sealed drinks only)
- No Vulgar Language or Gestures
- No Distracting the Driver
- No Standing While Bus is in Motion (unless permitted by the driver)
- No Illegal, Violent, or Disruptive Behavior
- No Loitering – Riders must have a destination.
- No Empty Cans
- No Boarding or Stopping on:
 - Island Avenue
 - 2nd Street Bridge
 - Adams Avenue in front of the library

Traveling with Children

All children under the age of 12 **MUST** be accompanied by an adult.

Strollers are permitted on the bus but must be safely stowed out of the aisle before the bus can continue moving. You may board with your child in the stroller; however, for safety reasons, your child must be removed from the stroller during the ride.

To ensure your child(s) safety:

- Hold onto your child when boarding and exiting the bus.
- Buckle them into a seatbelt, if available
- Keep close watch on your child while the bus is in motion.
- Make sure they always follow all bus rules and safety guidelines.

Children aged twelve (12) and older may ride the bus without an accompanying adult.

Traveling with a Bike



When community by bicycle from the Transit Hub, you may utilize the bike rack outside of the building. While locking mechanisms are not required or provided, Union County Public Transit is not responsible for lost or damaged bicycles.

All buses are equipped with front-mounted bike racks (holds up to two (2) bicycles). Riders are encouraged to load their bikes themselves, but drivers are available for verbal assistance in loading upon request.

Unable to access the route?

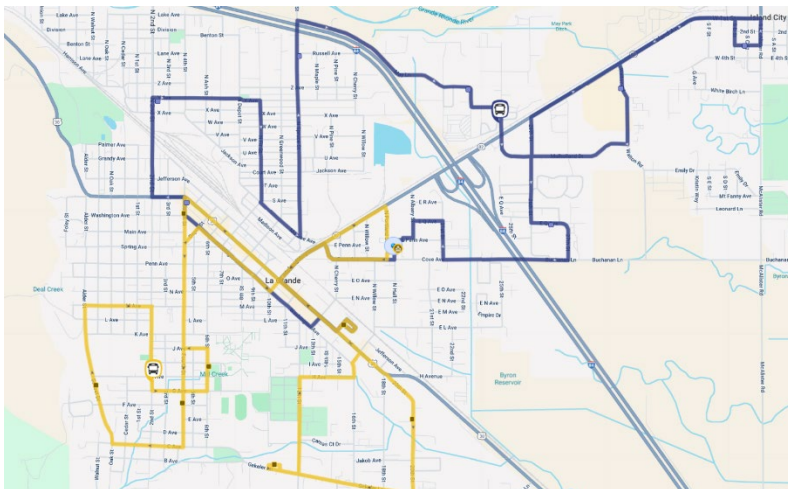
If you struggle to get to a safe location to flag down the bus, please call the Transit Hub at 541.963.2877 to schedule a bus deviation with $\frac{3}{4}$ (three quarters) mile off the bus route.

Please see Appendix A, B, and C for Routes.



Introducing SPOT. This app will allow riders to use their mobile device to see where the fixed route buses are, in real time!

Go to ccno.etaspot.net or scan the code:



Non-Deviated Fixed Route Guide to Riding

To ensure safe and reliable transportation, many of our services; Cat Link, Rides to Wellness, Title XIX, and EOCCO (GOBHI) will enforce the same rules and requirements.

Trip Purpose, Priority, and Volume

Union County Public Transit does not restrict or prioritize trips. A ride to the grocery store is just as important as a ride to a Dr. appointment. As long as a rider is compliant with our scheduling rules, they may request unlimited trips.

Scheduling a Ride

To schedule a ride, call the Transit Hub at 541.963.2877 Monday through Friday from 7:30 a.m. to 5:00 p.m. A minimum of 24 hours is requested when scheduling rides, however rides can be scheduled a maximum of 14 days in advance. The further in advance a ride is scheduled, the higher the probability the ride will be able to be accommodated.

Trips are dispatched through a one way medium through a Mobile Data Computer. Drivers are unable to alter any portion of the trip; changes will need to be made through the Transit Hub or GOBHI call center depending on the type of service you are receiving.

NOTE: We recommend scheduling Rides to Wellness Rides well in advance.

Courtesy Window “Staging Time”

Our Courtesy Window or commonly known as “Stagging Time” is either 30 seconds or 5 minutes depending on the service you are receiving. The 5-minute courtesy window applies to EOCCO (GOBHI), CAT Link, Rides to Wellness, and Title XIX rides. Deviated fixed routes such as the buses or “third bus” have a 30-second courtesy window. This window ensures that the buses stay on schedule.

The driver will not leave after the 30 sec/5 min window if the rider is within view and approaching the vehicle. If the allotted window has closed before you appear, your trip will be logged as a “No-Show” and canceled and will need to schedule another appointment or alternative transportation. Union County Public Transit strives to aid as many riders as possible therefore, please do not expect or demand or drivers to wait, as there are other riders waiting for their services after your ride.

NOTE: Unless Door-to-Door services are requested the drivers are not required to knock on your door based on your housing situation and parking availability. If a driver is forced to leave their vehicle unattended due to a fenced property, or if they deem the location unsafe, they will remain in their vehicle. Therefore, please keep an eye out for the vehicle when a ride has been scheduled during the allotted pick-up time.

Cancellations and No-Shows

If you are unable to attend a scheduled ride, you MUST notify us at least an hour before pick-up to avoid a “No-Show.” Drivers CAN NOT make scheduling changes; all rides are dispatched through a one-way system.

If you need to cancel a ride, please call the Transit Hub at 541.963.2877, if you call outside of office hours please leave a voicemail.

Patterns of “No-Shows” or late cancellations may result in automatic cancellation of pending or future rides. A passenger who has future rides canceled is subject to the same rights of appeal as a rider who is suspended or found ineligible for service.

The “No- Show” suspension policy may take effect on riders that have “No-Showed” three (3) times, or a total of ten percent (10%) or more of their scheduled rides within a calendar month.

Union County Public Transit approaches suspension service suspensions with great reluctance. As stewards of taxpayer funding, we must ensure that our services are used responsibly and efficiently. When a rider “No-Shows” for a scheduled ride, that unused ride could have been served for another community member in need of transportation.

A passenger who has been suspended for “No- Show” and/or Late Cancel activity has the same right of appeal as a passenger on the deviated fixed route.

Origin to Destination

Origin to Destination is referenced to the how a client/rider is picked up and dropped off at their destination. For some this may mean Door-to-Door services or Curb-to-Curb for others. The ADA recognizes that these extended services take additional time, and requests that schedulers are notified if extra accommodation is needed.

The ADA does NOT require transit providers to fundamentally alter the nature of their service to make accommodations.

Examples include:

- Assistance through a door and into or out of a building
- Leaving a vehicle unattended for a lengthy period
- Losing the ability to keep an unattended vehicle in line of sight
- Actions that are unsafe (backing down a narrow alley, etc.)

Other operational examples are evaluated on a case-by-case basis.

Union County Public Transit will attempt to fulfill any Door-to-Door service request that do not constitute a fundamental alteration of our basic services. To ensure that drivers are aware of these extra services, please notify the scheduler at least 24 hours in advance.

Mobility Devices

Union County Transit is committed to providing safe and reliable transportation for all passengers. All our buses and vans are equipped with lifts and ramps to accommodate mobility devices. However, we are unable to transport any mobility device and rider that together exceed the rated capacity of our equipment- 800 pounds combined. Additionally, wheelchairs must fit entirely within the dimensions of our lift or ramp.

We will not attempt to board a rider if the combined weight or the rider and mobility device exceeds these specifications. If you use a large mobility device, we recommend contacting our office to schedule an evaluation prior to requesting a ride.

Securing Mobility Devices

Union County Public Transit Drivers are certified in securement procedures. It is ONLY the driver's responsibility for securing mobility devices into our vehicle. All devices must be secured, and loose items removed and stored for safety.

Personal Care Attendants and Guest Riders

Union County Public Transit does NOT provide care attendants for riders, nor are the drivers qualified to fill this role. We do transport a care attendant free of charge.

Space permitting, we will transport a traveling companion, who is not a care provider with you. When scheduling rides please let the dispatcher know how many people are traveling with you. Depending on the type of service you are receiving, you may be sharing a ride. More than one companion may be transported on a space available and fare for service basis.

Animals

As defined by the U.S. Department of Transportation (DOT) a service animal is "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items."

We welcome service animals but cannot accommodate pets which are not in a small or medium sized kennel - Max 29.5 (L) x 20.5 (W) x 23.5 (H).

Carry-on Items

When asked, our drivers will happily assist with your carry-on items, with a few limitations.

- We do NOT enter your property: carry on assistance is limited to assisting with items in and out of the vehicle.
- We will NOT transport any carry-on item that cannot be safely stowed for travel- based on the driver's judgement.
- Weight limit of 25 lbs. Our drivers are not permitted to assist with items that appear to exceed the weight limit based on their estimation.

If your shopping needs exceed the amount you can carry, we encourage you to get a Personal Care Attendant to ride with you. See Personal Care Attendant and Guest Riders for more information.

Prohibited Conduct

Passengers may NOT do the following during transport:

- Eat, Drink, smoke, or spit on the bus or vans.
- Fight, push, shout, or act violently.
- Use vulgar or offensive language.
- Throw objects.
- Engage in illegal activity.
- Carry prohibited Items:
 - hazardous objects
 - Flammables
 - Poisonous items
 - Harmful items
- Alcohol- Passengers are NOT permitted to have open containers or consume alcohol.
- Ride more than one loop on the same bus at a time.
- Headphone- Passengers are required to use headphones while listening to electronic devices.

Refusal or Suspension of Services

Union County Public Transit does not discriminate based on any protected status. However, refusal or suspension of services may be issued for the following:

Grounds for Refusal of services:

- Violent, seriously disruptive, or illegal behavior.
- Actions that pose a direct threat to health and safety.
- Releasing bodily fluids that are not properly contained.
- Interference with safe operation of the vehicle.

Note: Refusal is issued by the driver on the spot and usually lasts until the end of the business day.

Extended or Suspension of Services

If a passenger repeatedly violates the Rules of Riding:

- A formal suspension may be issued.
 - Duration: 30 to 90 days
 - Issued by the Transit Manager.
 - The written notice includes.
 - Suspension duration, reason for suspension, and the appeal process instructions.

Appeal Process

All riders have the right to appeal any service refusal or suspension.

- Submit a written appeal within fourteen (14) calendar days of suspension.
- Use the Appeal Request Form (available at the Transit Hub) and attach it to your appeal letter.

- The Transit manager will
 - Investigate the issue.
 - Interview the witnesses.
 - Issue a written decision (or accessible format upon request).

Reinstatement During Suspension

The Transit Manager may reinstate service at any time during a suspension if enough time has passed, safety concerns are resolved, and rider behavior has improved.

Note: All riders denied services or found ineligible have the same rights to appeal.

Sample Suspension Appeal Form

Please pick up a full-page copy of the form at the Transit Hub in the instance of a formal appeal.

UNION COUNTY PUBLIC TRANSIT 2204 EAST PENN AVENUE, LA GRANDE, OR 97850 - 541-963-2877	
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Please complete this form if you would like to appeal our determination regarding your eligibility for the [_____]. Once completed, please return it to the address listed below. Completed forms must be postmarked within 60 days of the date of your eligibility determination letter.

Name: _____

Street address: _____

City: _____ State _____ Zip _____

Telephone number with area code: (_____) - _____ Select one of the following:

_____ I choose to submit additional information for the Appeal Panel to consider, but do not want to appeal in person. (If you choose this option, please send all additional information you would like the Appeal Panel to consider along with this form. Please consider the information on the page attached to your letter of determination titled "Basis for the Determination" when preparing additional information.)

_____ I choose to appeal in person. (If you choose this option, we will contact you to schedule a mutually agreeable day and time for the appeal hearing. You may bring additional information to the hearing and can attend with others who are able to provide information on your behalf.)

Applicant signature: _____

Date: _____



Get route alerts!



@NEOTransit

The Blue Route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 4:30 pm the day before your ride.

Volunteer

Be the one who makes a difference!

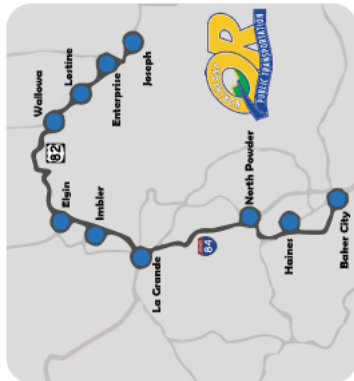
Join our awesome team of volunteers, have fun, and meet new people!

541-963-7532



Give us a call to find out how you can ride!

541-963-2877



Community Connection
of Northeast Oregon, Inc.

We are a nonprofit agency providing services to the Northeast Oregon region.

You can donate to one of our programs at ccno.org, or just give us a call!



La Grande

Blue Route

Downtown, north side, and Island City



Community Connection
of Northeast Oregon, Inc.



Updated: 6.25

FREE FARE

541-963-2877

CCNO.org

La Grande - Blue Route

Monday - Friday 7:30 am - 4:30 pm

START New route starts every 45 minutes **FINISH**

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 1

Transit Hub	Safeway	City Hall	Riveria	Vet's Village	May Lane Apt.	Island City	Walmart	Timber Ridge	Transit Hub
7:30 am	7:33 am	7:36 am	7:38 am	7:41 am	7:44 am	7:49 am	7:54 am	7:57 am	8:05 am
8:15 am	8:18 am	8:21 am	8:23 am	8:26 am	8:29 am	8:34 am	8:39 am	8:42 am	8:50 am
9:00 am	9:03 am	9:06 am	9:08 am	9:11 am	9:14 am	9:19 am	9:24 am	9:27 am	9:35 am
9:45 am	9:48 am	9:51 am	9:53 am	9:56 am	9:59 am	10:04 am	10:09 am	10:12 am	10:20 am
10:30 am	10:33 am	10:36 am	10:38 am	10:41 am	10:44 am	10:49 am	10:54 am	10:57 am	11:05 am
11:15 am	11:18 am	11:21 am	11:23 am	11:26 am	11:29 am	11:34 am	11:39 am	11:42 am	11:50 am
12:00 pm	12:03 pm	12:06 pm	12:08 pm	12:11 pm	12:14 pm	12:19 pm	12:24 pm	12:27 pm	12:35 pm
12:45 pm	12:48 pm	12:51 pm	12:53 pm	12:56 pm	12:59 pm	1:04 pm	1:09 pm	1:12 pm	1:20 pm
1:30 pm	1:33 pm	1:36 pm	1:38 pm	1:41 pm	1:44 pm	1:49 pm	1:54 pm	1:57 pm	2:05 pm
2:15 pm	2:18 pm	2:21 pm	2:23 pm	2:26 pm	2:29 pm	2:34 pm	2:39 pm	2:42 pm	2:50 pm
3:00 pm	3:03 pm	3:06 pm	3:08 pm	3:11 pm	3:14 pm	3:19 pm	3:24 pm	3:27 pm	3:35 pm
3:45 pm	3:48 pm	3:51 pm	3:53 pm	3:56 pm	3:59 pm	4:04 pm	4:09 pm	4:12 pm	4:20 pm

The Blue Route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 4:30 pm the day before your ride.



ccno.org

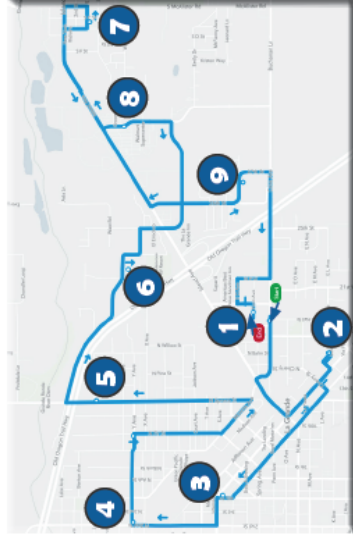


Track the route live with \$pot!



Or search "\$pot ETA" on your phone's store to download the app. It's free!

FREE FARE!



***Please note:** The bus cannot stop on Island avenue. If you need picked up or dropped off near there, please call us at least 1 day in advance to schedule a safe location for a stop.

541-963-2877

Call TTY at 711 or 800-735-2900
Alternative formats are available upon request.



Get route alerts!

The Yellow Route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 5:30pm the day before your ride.

Volunteer

Be the one who makes a difference!

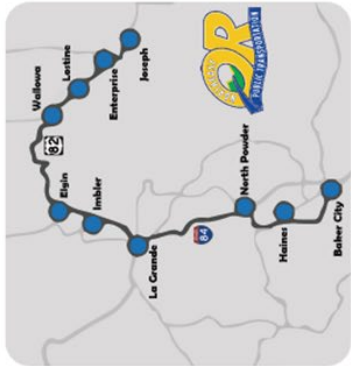
Join our awesome team of volunteers, have fun, and meet new people!

541-963-7532



Give us a call to find out how you can ride!

541-963-2877



We are a nonprofit agency providing services to the Northeast Oregon region.

You can donate to one of our programs at ccno.org, or just give us a call!



Yellow Route

Downtown, south side, hospital, and DHS



Updated 12.24

FREE FARE
541-963-2877
neotransit.org

La Grande - Yellow Route

Monday - Friday

7:30 am - 4:30 pm

START

New route starts every 45 minutes

FINISH

1	2	3	4	5	6	7	8	1
Transit Hub	Bi-Mart	DHs	Safeway	Marketplace	4 th St Clinic	Sunset Clinics	EOU	Transit Hub
7:30 am	7:33 am	7:36 am	7:39 am	7:44 am	7:46 am	7:48 am	7:52 am	8:05 am
8:15 am	8:18 am	8:21 am	8:25 am	8:30 am	8:32 am	8:34 am	8:38 am	8:50 am
9:00 am	9:03 am	9:06 am	9:09 am	9:14 am	9:16 am	9:18 am	9:22 am	9:35 am
9:45 am	9:48 am	9:51 am	9:55 am	9:59 am	10:02 am	10:04 am	10:08 am	10:20 am
10:30 am	10:33 am	10:36 am	10:39 am	10:44 am	10:46 am	10:48 am	10:52 am	11:05 am
11:15 am	11:18 am	11:21 am	11:25 am	11:30 am	11:32 am	11:34 am	11:38 am	11:50 am
12:00 pm	12:03 pm	12:06 pm	12:09 pm	12:14 pm	12:16 pm	12:18 pm	12:22 pm	12:35 pm
12:45 pm	12:48 pm	12:51 pm	12:55 pm	12:59 pm	1:02 pm	1:04 pm	1:08 pm	1:20 pm
1:30 pm	1:33 pm	1:36 pm	1:39 pm	1:44 pm	1:46 pm	1:48 pm	1:52 pm	2:05 pm
2:15 pm	2:18 pm	2:21 pm	2:25 pm	2:30 pm	2:32 pm	2:34 pm	2:38 pm	2:50 pm
3:00 pm	3:03 pm	3:06 pm	3:09 pm	3:14 pm	3:16 pm	3:18 pm	3:22 pm	3:35 pm
3:45 pm	3:48 pm	3:51 pm	3:55 pm	3:59 pm	4:02 pm	4:04 pm	4:08 pm	4:20 pm

The Yellow Route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 4:30 pm the day before your ride.



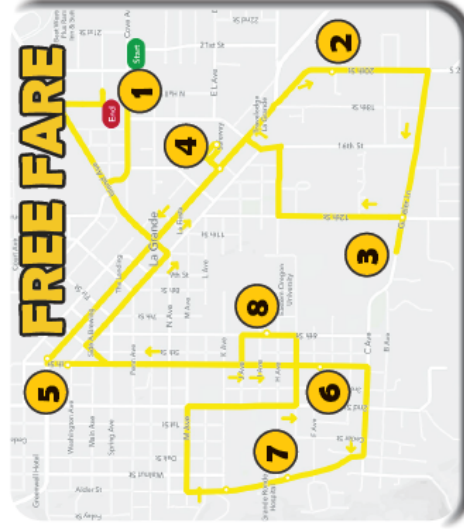
ccno.org



Track the route live with Spot!



Or search "Spot ETA" on your phone's store to download the app. It's free!



***Please note:** The bus cannot stop on Island avenue. If you need picked up or dropped off near there, please call us at least 1 day in advance to schedule a safe location for a stop.

541-963-2877

Call TTY at 711 or 800-735-2900
Alternative formats are available upon request.



Get route alerts!



@NEOTransit

The Blue Saturday route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 4:30 pm the day before your ride.

Volunteer

Be the one who makes a difference!

Join our awesome team of volunteers, have fun, and meet new people!

541-963-7532



**Northeast Oregon
Public Transportation**

Give us a call to find out how you can ride!

541-963-2877



**Community Connection
of Northeast Oregon, Inc.**

We are a nonprofit agency providing services to the Northeast Oregon region.

You can donate to one of our programs at ccno.org, or just give us a call!



La Grande

Blue Saturday Route

**Saturdays Only
North & South Side, and Island City**



**Community Connection
of Northeast Oregon, Inc.**



Updated: 6/25

FREE FARE

541-963-2877

CCNO.org

La Grande - Blue Saturday

Saturdays Only

10:00 am - 2:20 pm

New route starts every 45 minutes

START

FINISH

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 1

Transit Hub	EOU	Safeway	Max Square	Riveria	Vet's Village	Walmart	Timber Ridge	Transit Hub
10:00 am	10:05 am	10:09 am	10:13 am	10:15 am	10:21 am	10:27 am	10:32 am	10:35 am
10:45 am	10:50 am	10:54 am	10:58 am	11:00 am	11:06 am	11:12 am	11:17 am	11:20 am
11:30 am	11:35 am	11:39 am	11:43 am	11:45 am	11:51 am	11:57 am	12:02 pm	12:05 pm
12:15 pm	12:20 pm	12:24 pm	12:28 pm	12:30 pm	12:36 pm	12:42 pm	12:47 pm	12:50 pm
1:00 pm	1:05 pm	1:09 pm	1:13 pm	1:15 pm	1:21 pm	1:27 pm	1:32 pm	1:35 pm
1:45 pm	1:50 pm	1:54 pm	1:58 pm	2:00 pm	2:06 pm	2:12 pm	2:17 pm	2:20 pm

The Blue Saturday route is a deviated fixed-route. To schedule a deviation please call us at 541-963-2877, Monday through Friday, before 4:30 pm the day before your ride.



CCNO.org

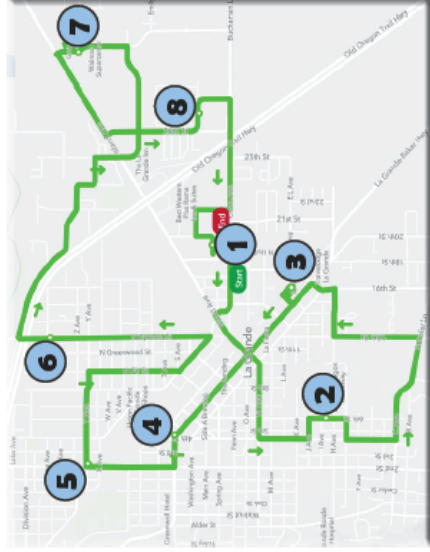


Track the route live with Spot!



Or search "Spot ETA" on your phone's store to download the app. It's free!

FREE FARE!



***Please note:** The bus cannot stop on Island avenue. If you need picked up or dropped off near there, please call us at least 1 day in advance to schedule a safe location for a stop.

541-963-2877

Call TTY at 711 or 800-735-2900
Alternative formats are available upon request.

Community Connection of Northeast Oregon, Inc.

Donations

NEOTransit is part of the Community Connection of Northeast Oregon family. We are a nonprofit community action agency providing housing assistance, senior services, public transportation, regional food banks, meals on wheels, and much more to the whole Northeast Oregon region. Donations like yours allow us to better serve our community. You can make donations on our website at ccno.org, or just give us a call. Thanks for riding with us today!



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



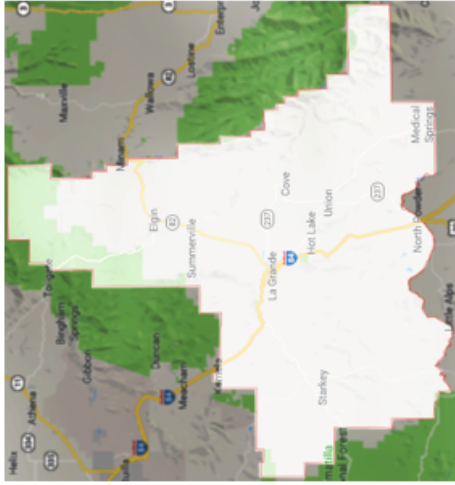
Public Transit Hub
2204 East Penn Avenue
La Grande, OR 97850
Reservation line: (541) 963-2877
www.neotransit.org
For alternative formats of this
document, please request via
541-963-2877, or call TTY at 711
or 1-800-735-2900

**NORTHEAST
OREGON PUBLIC
TRANSIT**

brings you:



07-18-2023



How Do I Schedule a Ride?

To book a ride, you can call us at (541) 963-2877 between 7:30 am and 3 pm. It's best to schedule your ride at least one day in advance, but the sooner, the better. Please note that both the departure and return trips need to be scheduled, and we cannot accommodate on-demand or flexible-time trips. Our service covers the entire county, so it travels throughout the day.

If you plan to use our Deviated Fixed Route or Paratransit services for multiple tasks in La Grande, those trips can be scheduled on a flexible basis, but only your return trip will have a specific pickup time.

If you need to cancel a ride, we kindly request a two-hour notice. This allows us to offer the spot to someone else or prevent the driver from leaving the Public Transit Hub unnecessarily.

Who Can Ride?

Anyone who resides in Union County is welcome to ride using this program. There are no limitations based on address, age, disability, or any other criteria. However, it's important to note that the trip must both start and end within Union County. The service is free for everyone, but when scheduling a ride, the ride schedulers need to know the number of passengers who will be traveling.

When Can I Ride?

CAT Link services are offered on specific days in different areas. In Union and Cove, you can use the service on Tuesdays and Thursdays, while in Elgin, Imbler, and Summerville, it's available on Wednesdays and Fridays. The service runs from 7:30 am to 4:30 pm. However, please note that there is no service on Mondays. So, if you need a ride, make sure your pickup time falls between 7:30 am and 4:30 pm on the days when the service is available. For instance, if you work in Elgin and want to travel back home, you should leave La Grande no later than 4:30 pm to arrive home around 5:00 pm.

Service Limitations

Generally, carryon items are limited to what you can independently load and store at your feet. Our driver may assist with loading a reasonable number of items under 25 pounds on and off the vehicle, but not to and from a building.

All items must fit completely within the vehicle, and your seating area.

Please keep in mind you will need to take your items with you if transferring services.

Appendix E- Rides to Wellness



Get route alerts!
@NeoTransit

What is Rides to Wellness?

This program is intended to provide transportation for low-income or elderly individuals to medical care and related wellness appointments.

We bridge the gap between Medicaid/OHP and those who have access to private transportation.

Who is eligible?

Eligibility is determined before each requested trip

- Must be a resident of Union County
- Trip must not be covered by Medicaid or OHP
- Applicant is prevented from getting transportation by other means
- Purpose of the trip is medical or health-related



Northeast Oregon Public Transportation

Give us a call to find out how you can ride!
541-426-3840



Community Connection
of Northeast Oregon, Inc.

We are a nonprofit agency providing services to the whole Northeast Oregon region. You can donate to one of our programs at ccno.org, or just give us a call!

Union County

Rides to Wellness





**2204 E Penn Ave
La Grande, OR**

541-963-2877

Call TTY at 711 or 800-735-2900
Alternative formats are available upon request.

NEOtransit.org

How to schedule a ride?

**Monday
thru**



Friday

**Call between
8am - 5pm**



Be prepared to provide...

- Your phone number
- Pick-up and drop-off addresses
- Reason for your appointment
- Time of your appointment
- How long you expect the appointment to last.

First time, or been a while since you've used this program?

We will need additional info to determine your eligibility for the trip you wish to schedule.

Rides to Wellness



If you are Medicaid/
Oregon Health Plan
(OHP) eligible, please call
1-877-875-4657 instead.

Scheduling is limited. Riders
should call to schedule as soon
as the appointment date and
time are known.

How much does it cost?

All listed copays are for round trips.
Call for questions or other locations.

Walla Walla	\$60
Tri-Cities	\$80
Boise	\$100
Portland	\$150

Different costs for a stretcher van,
please call for pricing.

NEOtransit.org



541-963-2877
**Care
Attendants
& Companions**

A spouse of family member may
only ride for free if they are a
personal care attendant. Anyone
going to their own medical care
must qualify for their own ride.

We welcome your service animal or
personal care attendant, but we ask
that you disclose this information
when you schedule your ride.



Appendix F- Free Medical Rides (EOCCO)



eoocco
EASTERN OREGON
COORDINATED CARE
ORGANIZATION



Non-Emergent Medical Transportation **Free Ride Guide**

Revised January 2024

For Our:

Eastern Oregon Coordinated Care Organization
(EOCCO) Members

Oregon Health Plan / Medicaid Members

877-875-4657

EOCCO Non-discrimination Notice

- Network providers must treat you fairly
- We and our providers must follow state and federal civil rights laws
- We cannot and will not treat people unfairly because of a person's:
 - Age
 - Color
 - Disability
 - Gender identity
 - Marital status
 - National origin
 - Race
 - Religion
 - Sex
 - Sexual orientation
 - Health status
 - Need for services

Everyone has a right to know about EOCCO's programs and services:

- All members have a right to use our programs and services
- We give free help when you need it
- We offer sign and spoken language translation
- We also offer written materials in other languages, braille, large print, audio and other formats
- We provide multilingual call center staff and can accommodate hearing and/or speech impaired callers

If you need any of the services listed above, contact Customer Service at 888-788-9821 or TTY/Oregon Relay 711

If you feel you were treated unfairly for any of the above reasons, you can make a complaint or grievance.

Need help filing a complaint? Call Customer Service, a peer wellness specialist, or personal health navigator.

Make (or file) a complaint with EOCCO in any of these ways:

Phone:	888-788-9821 TTY/OREGON RELAY 711
Fax:	503-412-4003
Mail:	EOCCO Attention: Appeal Unit 601 SW Second Ave. Portland, OR 97204
Web:	English: www.eocco.com/-/media/EOCCO/PDFs/complaint_form.pdf

	Spanish: www.eocco.com/-/media/EOCCO/PDFs/Member/Resources/complaint_formSpanish.pdf
--	--

You also have a right to file complaint with any of these organizations:

Organization:	Oregon Health Authority Ombudsman
Phone:	503-947-2346 877-642-0450 TTY/Oregon Relay 711
Mail:	500 Summer St NE, E17 Salem, OR 97310-1097

Organization:	Oregon Health Plan (OHP) Client Services Unit (CSU)
Phone:	800-273-0557 TTY/Oregon Relay 711
Hours:	Monday through Friday 8:00 a.m. to 5:00 p.m. PST

Nick Gross coordinates EOCCO's nondiscrimination and civil rights work:

Organization:	EOCCO
Name:	Nick Gross Chief Compliance Officer
Phone:	503-952-5033 TTY/OREGON RELAY 711
Email:	compliance@eocco.com

You also have a right to file a discrimination or civil rights complaint with:

Organization:	Oregon Health Authority (OHA) Civil Rights
Web:	www.oregon.gov/OHA/OEI
Email:	OHA.PublicCivilRights@state.or.us
Phone:	844-882-7889 TTY/Oregon Relay 711
Mail:	Office of Equity and Inclusion Division, 421 SW Oak St., Suite 750, Portland, OR 97204

Organization:	Bureau of Labor and Industries Civil Rights Division
Web:	https://www.oregon.gov/boli/civil-rights/Pages/default.aspx
Email:	crdemail@boli.state.or.us
Phone:	971-673-0764 TTY/Oregon Relay 711
Mail:	Bureau of Labor and Industries Civil Rights Division, 800 NE Oregon St., Suite 1045, Portland, OR 97232

Organization:	U.S. Department of Health and Human Services Office for Civil Rights (OCR)
Web:	https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Email:	OCRComplaint@hhs.gov
Phone:	800-368-1019 800-537-7697 TTY/Oregon Relay 711
Mail:	Office for Civil Rights, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201

This free ride guide is available electronically or in paper copy within 5 business days of request at no charge. If you want an electronic copy, just ask and give us your approval to send it. Any format of the ride guide has the same information. We also want the ride guide to be easy to find on our website. It is on the first page. Contact EOCCO to get any type of ride guide at:

Phone:	503-765-3521 888-788-9821 TTY/Oregon Relay 711
Fax:	503-948-5577
Address:	Moda Tower, 601 SW 2 nd Avenue Portland, Oregon 97024
Web:	https://www.eocco.com/members

We want everyone to have information about EOCCO's care model in a way that they need it. This is free for:

- Members
- Member representatives
- Family members
- Caregivers

English

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 1-888-788-9821 or TTY/Oregon Relay 711. We accept relay calls.

-

You can get help from a certified and qualified health care interpreter.

Spanish

Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 1-888-788-9821 o TTY/Oregon Relay 711. Aceptamos todas las llamadas de retransmisión.

- Usted puede obtener ayuda de un intérprete certificado y calificado en atención de salud.
Russian
Вы можете получить это письмо на другом языке, напечатанное крупным шрифтом, шрифтом Брайля или в предпочитаемом вами формате. Вы также можете запросить услуги переводчика. Эта помощь предоставляется бесплатно. Звоните по тел. 1-888-788-9821 или TTY/Oregon Relay 711. Мы принимаем звонки по линии трансляционной связи.
- Вы можете получить помощь от аккредитованного и квалифицированного медицинского переводчика.
Vietnamese
Quý vị có thể nhận tài liệu này bằng một ngôn ngữ khác, theo định dạng chữ in lớn, chữ nổi Braille hoặc một định dạng khác theo ý muốn. Quý vị cũng có thể yêu cầu được thông dịch viên hỗ trợ. Sự trợ giúp này là miễn phí. Gọi 1-888-788-9821 hoặc TTY (Đường dây Dành cho Người Khiếm thính hoặc Khuyết tật về Phát âm) Oregon Relay 711. Chúng tôi chấp nhận các cuộc gọi chuyên tiếp.
- Quý vị có thể nhận được sự giúp đỡ từ một thông dịch viên có chứng nhận và đủ tiêu chuẩn chuyên về chăm sóc sức khỏe.
Arabic
يمكنكم الحصول على هذا الخطاب بلغات أخرى، أو مطبوعة بخط كبير، أو مطبوعة على طريقة برايل أو حسب الصيغة المفضلة لديكم. كما يمكنكم طلب مترجم شفهي. إن هذه المساعدة مجانية. اتصلو على 1-888-788-9821 أو المبرقة الكاتبة 711Oregon Relay. نستقبل المكالمات المحولة.
- يمكنكم الحصول على المساعدة من مترجم معتمد ومؤهل في مجال الرعاية الصحية.

Somali
Waxaad heli kartaa warqadan oo ku qoran luqaddo kale, far waaweyn, farta dadka indhaha aan qabin wax ku akhriyaan ee Braille ama qaabka aad doorbidayso. Waxaad sidoo kale codsan kartaa turjubaan. Taageeradani waa lacag la'aan. Wac 1-888-788-9821 ama TTY/Oregon Relay 711. Waa aqbalnaa wicitaanada gudbinta. - Waxaad caawimaad ka heli kartaa turjubaanka daryeelka caafimaadka oo xirfad leh isla markaana la aqoonsan yahay.
Simplified Chinese
您可获取本文件的其他语言版、大字版、盲文版或您偏好的格式版本。您还可要求提供口译员服务。本帮助免费。致电1-888-788-9821或TTY/Oregon Relay 711。我们会接听所有的转接来电。 - 您可以从经过认证且合格的医疗口语翻译人员那里获得帮助。
Traditional Chinese
您可獲得本信函的其他語言版本、大字版、盲文版或您偏好的格式。您也可申請口譯員。以上協助均為免費。請致電 1-888-788-9821 或聽障專線 Oregon Relay 711。我們接受所有傳譯電話。 - 您可透過經認證的合格醫療保健口譯員取得協助。
Korean
이 서신은 다른 언어, 큰 활자, 점자 또는 선호하는 형식으로 받아보실 수 있습니다. 통역사를 요청하실 수도 있습니다. 무료 지원해 드립니다. 1-888-788-9821 또는 TTY/Oregon Relay 711에 전화하십시오. 저희는 중계 전화를 받습니다. - 공인 및 자격을 갖춘 의료서비스 전문 통역사의 도움을 받으실 수 있습니다.
Hmong

Koj txais tau tsab ntawv no ua lwm yam lus, ua ntawv loj, ua lus Braille rau neeg dig muag los sis ua lwm yam uas koj nyiam. Koj kuj thov tau kom muaj ib tug neeg pab txhais lus. Txoj kev pab no yog ua pub dawb. Hu 1-888-788-9821 los sis TTY/Oregon Relay 711. Peb txais tej kev hu xov tooj rau neeg lag ntseg.

-

Koj yuav tau kev pab los ntawm ib tug kws txawj txhais lus rau tib neeg mob.

Marshallese

Kwomaroñ bōk leta in ilo kajin ko jet, kōn jeje ikkillep, ilo braille ak bar juon wāwein eo emmanḷok ippam. Kwomaroñ kajjitōk bwe juon ri ukōt en jipañ eok. Ejjelok wōṇāān jipañ in. Kaaltok 1-888-788-9821 ak TTY/Oregon Relay 711. Kwomaroñ kaaltok in relay.

-

Kwomaroñ bōk jipañ jān juon ri ukōt ekōmālim im keiie āinwōt ri ukōt in ājmour.

Chuukese

En mi tongeni angei ei taropwe non pwan ew fosun fenu, mese watte mak, Braille ika pwan ew format ke mwochen. En mi tongeni pwan tingor emon chon chiaku Ei aninis ese fokkun pwan kamo. Kokori 1-888-788-9821 ika TTY/Oregon Relay 711. Kich mi etiwa ekkewe keken relay.

-

En mi tongeni kopwe angei aninis seni emon mi certified ika qualified ren chon chiaku ren health care.

Tagalog

Makukuha mo ang liham na ito sa iba pang mga wika, malaking letra, Braille, o isang format na gusto mo. Maaari ka ring humingi ng tagapagsalin. Ang tulong na ito ay libre. Tawagan ang 1-888-788-9821 o TTY/Oregon Relay 711. Tumatanggap kami ng mga relay na tawag.

-
Makakakuha ka ng tulong mula sa isang sertipikado at kwalipikadong tagapagsalin ng pangangalaga sa kalusugan.
German
Sie können dieses Dokument in anderen Sprachen, in Großdruck, in Brailleschrift oder in einem von Ihnen bevorzugten Format erhalten. Sie können auch einen Dolmetscher anfordern. Diese Hilfe ist gratis. Wenden Sie sich an 1-888-788-9821 oder per Schreibtelefon an Oregon Relay/711. Wir nehmen Relaisanrufe an.
-
Sie können die Hilfe eines zertifizierten und qualifizierten Dolmetschers für das Gesundheitswesen in Anspruch nehmen.
Portuguese
Esta carta está disponível em outros idiomas, letras grandes ou braile, se preferir. Também poderá solicitar serviços de interpretação. Essa ajuda é gratuita. Ligue para 1-888-788-9821 ou use o serviço TTY/Oregon Relay 711. Aceitamos encaminhamentos de chamadas.
-
Você poderá obter a ajuda de intérpretes credenciados e qualificados na área de saúde.
Japanese
この書類は、他の言語に翻訳されたもの、拡大文字版、点字版、その他ご希望の様式で入手可能です。また、通訳を依頼することも可能です。本サービスは無料でご利用いただけます。1-888-788-9821 または TTY/Oregon Relay 711までお電話ください。電話リレーサービスでも構いません。
-
認定または有資格の医療通訳者から支援を受けられます。

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Introduction

Eastern Oregon Coordinated Care Organization along with Oregon Health Plan (OHP Medicaid) helps members get free rides to their medical, dental and behavioral health appointments. The program that arranges this transportation for our members is called Non-Emergent Medical Transportation (NEMT).

EOCCO provides all NEMT services for our members.

For more information, refer to your Member Handbook on the Greater Oregon Behavioral Health (GOBHI) and EOCCO websites:

GOBHI – <https://www.gobhi.org/>

EOCCO - <https://www.eocco.com/members>

Program Overview

Oregon Health Plan (OHP) offers members free rides to medical appointments.

You can get a ride:

- 24 hours a day
- 7 days a week
- 365 days a year

Rides or repayments are available as Covered Services under the Oregon Health Plan and EOCCO (Eastern Oregon Coordinated Care Organization). Services can include medical, behavioral health and dental appointments.

NEMT will check to see if you are eligible for free rides. We will confirm this through the Oregon Health Authority (OHA) database when you call to book a ride.

The NEMT program provides free rides to EOCCO members in the following counties:

- | | |
|------------|--------------|
| • Baker | • Union |
| • Lake | • Hood River |
| • Gilliam | • Wallowa |
| • Sherman | • Malheur |
| • Grant | • Wasco |
| • Umatilla | • Morrow |
| • Harney | • Wheeler |

We want you to call our toll-free call center to request a ride. We have local numbers and a toll-free number. You can call most of our EOCCO communities with a local number. There is a toll-free number available to you for any areas where there is not a local number. Our subcontractors also use the toll-free number. Language interpreter services are available at no cost to you.

Brokerage Toll Free			
	877-875-4657		
Baker City	541-249-5230	Ontario	541-216-4556
Bend	541-948-8352	Pendleton	541-304-3208
Burns	541-288-9163	The Dalles	541-298-1045
Enterprise	541-263-7636	Umatilla	541-275-8207
Hermiston	541-303-8103 541-303-8104 541-303-8110	Union	541-562-7888
Hood River	541-716-4460	Walla Walla	509-524-9058
John Day	541-620-5075	Toll Free FAX	855-541-1517
La Grande	541-624-3082	TTY/TDD relayOregon Relay	7-1-1

Contact Information and Service Hours

EOCCO & GOBHI provides NEMT services to you in the area that you live.

Your NEMT provider may be closed on the following holidays:

- New Year's Day – January 1st
- Memorial Day – Last Monday in May
- Independence Day – July 4th
- Labor Day – First Monday in September
- Thanksgiving Day – 4th Thursday in November
- Christmas Day – December 25th

If our office is closed we have a recording to help you.

- It will be in English or Spanish.
- We will also give you info about our service hours
- We will also tell you to call 911 for an emergency
- We will call you back if you leave a clear message with your name and phone number
- We will call you back on the next business day.
- We will keep calling back until we talk to you.

Your Rights

As a NEMT user, you have the right to:

- **Receive safe and reliable rides to and from appointments that meet your needs**
- Receive free rides to the closest provider that is able to meet your needs for medical, dental or behavioral health services
- **Ask for interpreter services when talking to a customer service representative**
- **Request any materials from your NEMT provider in a language or format that meets your needs**
- Receive a written notice if a ride is denied
- **If you feel your ride was denied unfairly, you can ask for a reconsideration, turn in an appeal, ask for a hearing, or ask for all**
- Share concerns, complaints, and **file a grievance** with your NEMT provider, GOBHI, or EOCCO

Your Responsibilities

As a passenger, we expect that you:

- **Treat drivers and other passengers with respect at all times**
- Inform NEMT of any medical symptoms that may be contagious
- **Call NEMT as early as possible to schedule, change, or cancel a ride**
- **Use seatbelt(s) and other safety equipment as required by law (example: car seats)**
- Drivers can only make stops that we have approved.
- **If you need to make an extra stop, such as a pharmacy or another appointment, please call NEMT before your ride.**

Your Privacy

NEMT providers comply with HIPAA. Information you provide will be kept private. We only tell drivers enough to provide your ride.

NEMT will only tell drivers the information that is necessary to provide your ride for you.

Medical information is only provided to drivers when needed. Drivers will not share any of your information outside of the ride except with your NEMT Provider, EOCCO, the Oregon Health Authority, or the Oregon Department of Human Services, as required or requested.

What to Expect from Your Driver



You can expect your driver to:

- Hold your safety as their highest priority
- Be friendly, courteous and professional
- Treat you with respect and dignity
- Drive safely and follow all laws and regulations
- Use a hands-free device for phones and tablets
- Tell you when they arrive by calling, knocking on your door, or by coming into the lobby of the facility
- Have completed all State required training (such as CPR, First Aid, and Defensive Driving)

If requested, drivers can:

- Help you walk up or down 1 or 2 steps
- Provide you with curb-to-curb, door-to-door, or hand-to-hand service (See page 14)
- Help you into the lobby of the health care facility - Drivers cannot help you beyond that point

If you need help with the above, please let us know when you schedule your ride.

Drivers cannot:

- Enter your home or room
- Help you get ready for transport (dressing, shoes, jacket)
- Transfer you between bed and wheelchair, or wheelchair and van
- Help you with any personal needs during your ride
- Ask for or accept fares or tips
- Solicit or sell any other products or services
- Make any stops, pick up food or help run errands
- Change the arranged pick up time of rides without prior documented permission from EOCCO or GOBHI

If you need these supports or any others, you will need to provide your own caregiver to help you.

If you will need help at your appointment, such as help to eat or go to the bathroom, you will need to bring a caregiver to help you.

Who Can Get Free Rides



We follow OAR 410-141-3920 rules.

You can get free rides from your NEMT provider if:

- You are covered by EOCCO through the Oregon Health Plan (Medicaid) in Eastern Oregon
- You are traveling to an approved appointment
- The ride is a covered service
- If you have both Medicaid and Medicare (dual member) we will check your coverage to see that you can get rides to or from a covered service or other health-related service
- Rides are to the closest provider

- You are traveling to a health-related service. For more information about health-related services see your Member Handbook
- This could be inside or outside of our service area to travel to approved appointments. For example:
 - When EOCCO cannot give you a service inside our service area, we give rides outside the service area. This includes members with both Medicaid and Medicare. It also includes when EOCCO is responsible for cost-sharing.
- If you are covered by the Compact of Free Association (COFA) Dental Program or the Veteran Dental Program, we only give rides for your dental services.
 - These programs are defined in OAR chapter 410, division 200

Approval of Free Rides

If you meet the requirements for a free ride, the NEMT provider will:

- Verify that you are covered on the Oregon Health Plan through EOCCO, are eligible for services, and transportation is a covered NEMT service
- Determine the best type of ride for your needs
- Determine the best level of services for your needs
 - Curb-to-curb: Your driver will meet you at the curb of your pickup location.
 - Door-to-door: Your driver will meet you at the door or front desk of your pickup location. The driver will assist you to the door or front desk of your drop-off location.
 - Hand-to-hand: Your driver will meet you and your personal care attendant at your pickup location. Your driver will bring you all the way inside at your drop-off location. Your driver will stay with you until someone takes you the rest of the way. If you choose, a personal care attendant can help you.
- Enter the information in our system for tracking
- Make a decision to approve or deny the ride within 24 hours of receiving the request. A decision can be made before 24 hours, as needed to make sure you arrive on time for your appointment
- You will never receive a bill or be requested to pay any money to EOCCO or another company for your ride, even if the ride payment is denied

When Calling for a Ride

We will need some information from you to help schedule your ride. Please have this information available before calling NEMT



Needed information to schedule a ride:
Full name
Full street address
Phone number or contact number
Doctor /Clinic name
Doctor /Clinic street address
Doctor /Clinic phone number
Date of appointment
Time of appointment
Pick-up time after appointment
Reason for appointment

You may call to request a ride, you can also have someone else call for you:

- A Community Health Worker
- A parent, foster parent or adoptive parent
- Providers that you have given permission to request a ride for you.

You or your representative may schedule:

- Same day rides
- Rides up to 90 days ahead of time
- Multiple rides for recurring appointment up to 90 days ahead of time

We will also have a few questions. This helps us identify the supports needed for your trip:

- Do you use a walker, cane or wheelchair?
- Are there any specific needs you will have for this ride?
- Is a helper coming with you? If so, what kind of support do they provide?
- If the ride cannot be set up during the first call, we will contact you to let you know the details
 - What is the best way (phone, email, fax) and time of day to contact you?

After we decide the best type of vehicle for your ride, we will schedule the ride and confirm the details with you at the time of your call, or at least 2 days before your ride:

- The name of the Driver or Provider
- Phone number of Transport Provider
- The scheduled date and time of pick up
- The address of pick up
- Time you should be ready
- What type of vehicle

If the ride is requested less than 2 days before the pick-up time, we will provide you with our phone number, and we may be able to tell you the name and phone number of your NEMT driver or NEMT provider.

What We Need to Know

- If you will have a helper with you
- Parents or guardians must provide an attendant to ride with members age 12 and under
- Parents and guardians must provide an attendant to ride with members with special physical or developmental needs no matter their age.
- If you have a mobility aid (wheelchair, walker, or cane)
 - If you have a wheelchair is it more than 30 inches wide
 - Is it more than 48 inches long

- Is it more than 600 pounds when occupied
- If you have a scooter
- If you have a portable oxygen tank
- If you have a service animal
- If you need any other special equipment
- If you have a health issue that changes your needs
- If you need a secured ride
- The best way to reach you (email, phone, fax) to confirm rides and tell you about changes to your schedule

Your needs will be saved in your member file with NEMT. This is to make sure you get the best ride for your needs.

- We provide rides based on specific needs of the member. EOCCO may approve exceptions to this rule in some cases
- You will need a note from your doctor if you need to travel 75 miles or more beyond the Oregon border for services

Special Conditions

When you schedule a ride, you might have a special condition that we should know about to make changes to your ride.

- If you have a behavioral health disability or physical health needs
- If you have challenges walking safely
- If your ability to make decisions is compromised
- Discuss the reason to make changes to your ride with us
- We can explore options to meet your needs
- We want to plan for health and safety concerns

We may discuss these changes with your care team or your care coordinator or CCO. You can also tell us any other person you want us to talk to.

Once the changes are in place, we will notify you and anyone involved in the changes in writing.

Secure medical transportation is required if you are in danger of harming yourself or others, according to OAR 410-141-3940:

- 1 attendant can go with you at no charge when appropriate. Attendants can be a parent, legal guardian, or escort. Examples of reasons for an attendant include:
 - To give you medication
 - To meet legal requirements
 - Other reasons when needed

Types of Rides



Your NEMT provider schedules the best ride to meet your needs by asking you questions when you schedule your ride.

Rides are provided in a way to keep you and the drivers safe. Your answers will help determine which type of ride will fit you best.

Here are some service providers you may encounter:

- Public transportation services
 - You must arrange local public transportation
- Private non-profit transportation services
- Public transportation that might be a shared ride
- For profit transportation services
- Volunteer drivers

Vehicle Types Can Include

- Help with the cost for you (or someone else) to drive to your appointment
- Wheelchair van
- Stretcher van
- Bus/Shuttle pass
- Car, SUV, Van
- Ambulance
- Other types, as necessary

There may be schedule changes. Heavy traffic may result in driver running more than 15 minutes late. We will do our best to re-assign the ride or trip as quickly as possible.

Safety Belts/Seat Belts

Riders must follow all state, and federal laws regarding safety belt use. This means all riders must wear seat belts at all times while the vehicle is moving.

Riders using wheelchairs must use the lap and shoulder belt. If you refuse to wear the safety belt, your driver may decline to provide the ride.

If you need a safety belt extension, let us know when scheduling your ride.

Seat belt exemption cards must be shown to the driver before every ride.

Personal Care Attendant (Attendant)



If you need an attendant, EOCCO will make sure they meet all standards. This applies if you have special needs, regardless of age.

- EOCCO does not supply an attendant for you
- There is no charge for bringing an attendant
- An attendant may be any adult 18 years and older that is approved by the guardian
- An attendant may be a parent, legal guardian, or escort
- If adult (18+) members have a legal guardian, the guardian must approve of the attendant

Children

There is no charge for an adult attendant.

- An adult attendant must be with children age 12 and under. An attendant may be the member's mother, father, stepmother, stepfather, grandparent, or guardian. The attendant may also be any adult 18 years or older authorized by the member's parent or guardian.
- The child's parent or legal guardian must approve in writing the child's adult attendant.
- Children 13 and older may have an attendant travel with them for free.
- Drivers do not install car seats or booster seats. Car seats and booster seats are required for a person who:
 - Weighs less than 40 pounds and who is shorter than 4 feet 9 inches;
 - Is under two and must use a rear-facing child safety seat; and
 - Weighs more than 40 pounds and who is shorter than 4 feet 9 inches, unless the child is secured with a car/booster seat that meets the minimum standards established under ORS 815.055 (the rules establishing standards for safety belts, harnesses, and child safety systems)
- The child's attendant is responsible for this. A driver is not allowed to provide a ride if safety or booster seats are not provided or do not meet legal requirements.

Service Animals



- Service animals are allowed on rides.
- Let us know ahead of time if you plan to bring a service animal.

Travel Costs

We can pay for rides by someone other than you. If the rider is under 18, we can pay for someone who is not their guardian. If someone other than you or a minor member's parent/guardian provides a ride, that person can be paid. EOCCO does not arrange for this ride.

- Please call us at 877-875-4657 or TTY/Oregon Relay 711 before your scheduled appointment for details on how to get mileage cost help.

At times, we can help with mileage and lodging. **You should ask for this ahead of time if:**

- You are required to begin travel before 5AM and
- You are traveling from an appointment after 9PM or
- Your healthcare provider has documented a medical need requiring lodging
- Additional circumstances upon EOCCO approval

We can also help with meals, which you must ask for ahead of time unless:

- You are traveling more than 60 miles or 60 minutes out of your area
- You are traveling for more than 4 hours round trip

We can also help with mileage, meals, and lodging costs for 1 attendant to ride with you for any of these reasons:

- The rider/member is a minor child and cannot travel without an attendant
- Your medical provider signs a statement showing the need for you to ride with an attendant
- You are unable to reach your appointment without help for medical reasons
- You would be unable to return home without help after your appointment
- Additional circumstances upon EOCCO approval

Please keep all receipts, as we will need them to repay you. You will need to fill out a repayments form and have the staff at the medical clinic you visit sign it.

- You have up to 45 days to give us the form and receipt
- We will review your form and receipt
- We will send you a check within 30 days once approved
- We will contact you if your request needs more information
- We may hold your payment until your repayment amount reaches \$10

The current payment rates are:

- \$0.44 cents per mile
- Up to \$27.00 a day for meals for you and up to an additional \$27.00 for your attendant's meals
 - Breakfast (travel before 6AM): \$8.00
 - Lunch (travel must span 11:30AM through 1:30PM): \$8.50
 - Dinner (travel ends after 6:30PM): \$10.50
- \$98.00 per night for client lodging
- \$98.00 per night for attendant lodging

If EOCCO over pays, we may recover those funds. This can happen when EOCCO pays you:

- For mileage, meals, and lodging:
 - When another resource also paid you or
 - Paid for the ride, meal, or lodging provider directly
- When you did not use the money for that purpose, If you did not attend the appointment, or if you shared the ride with another EOCCO member who was paid
- For public transportation passes, and you sold or transferred them to another person

Cancellations

No-shows and canceled rides can result in providers refusing to take your trip:

- If you cancel your trip(s) frequently
- If you cancel at the door when the driver arrives
- If you are not home to take the ride

Ride Modifications

The types of rides available to you may change if:

- You have a health condition that can affect the health and/or safety of the driver or other riders
- You travel with an attendant
- You may use public transportation
- You drive or have someone drive you and receive mileage reimbursement
- You use a specific transportation provider
- You threaten to harm the driver or other riders
- You act in a way that may cause providers to refuse to see you, unless the problem could be avoided with changes to your type of ride
- You have frequent no-shows or cancellations
- We will notify you the day of or the day before your ride if there are any changes
- You will get a written response if there are any changes to your service

Bad Weather

We will stay open during bad weather if:

- We have special equipment
- It is safe to travel

Examples of bad weather are very hot or cold, flooding, tornado warnings, heavy snowfall, icy roads, etc.

Some rides may need to be canceled due to bad weather, dangerous or closed roads.

We will continue to provide rides for critical care needs such as renal dialysis and chemotherapy

Infection / Disease

In times of health risk, infection or disease we may ask you more questions about your health. We may require riders to wear safety gear (gloves, mask, etc.) during transport. If asked, this equipment will be required.

If a member has a health issue that could affect the driver or others their ride may be changed. We will let you know if this is the case. OAR 410-141-3955

Denial of Rides

We may deny a request for a ride based on program rules. If we do, we will call you and give you denial information over the phone.

All denials are also reviewed by a manager.

Then we will mail you a denial letter. It is also called a Notice of Adverse Benefit Determination (NOABD). We will send it within 72 hours of the denial. We will mail the letter to:

- You
- Your network provider if they requested your ride.

The letter will explain the rules and the reason for the denial.

Complaints, Appeals and Fair Hearings

EOCCO makes sure all members have access to a grievance system (complaints, appeals and hearings). We try to make it easy for members, representatives, and providers to file a complaint or appeal and get info on how to file a hearing with the Oregon Health Authority. This is your right.

Let us know if you need help with any part of the complaint, appeal, and/or hearings process. We can also give you more information about how we handle complaints and appeals. Copies of our notice template are also available. If you need help or would like more information beyond what is in the rider guide contact us at:

EOCCO Customer Service
888-788-9821
TTY/Oregon Relay 711
Hours: Monday-Friday, 7:30 a.m. to 5:30 p.m. Pacific Time
Unit 601 SW Second Ave.
Portland, OR 97204
Fax: 503-412-4003

Get information in another language or format.

You or your representative can get member materials like this ride guide in other languages, large print, Braille or any format you prefer. You will get materials within 5 days of your request. This help is free. Every format has the same information.

You can make a complaint, also called a grievance

If you are not happy with EOCCO, NEMT services, your healthcare services, or your provider, you can complain or file a grievance. You have a right to make a complaint if you are not satisfied with any part of your care. We will try to make things better. Just call EOCCO Customer Service at 888-788-9821 (TTY/Oregon Relay 711) or

Write:

EOCCO
Attn: Appeal Unit
Unit 601 SW Second Ave.
Portland, OR 97204
Fax: 503-412-4003

You may also find a complaint form here:

- English: www.eocco.com/-/media/EOCCO/PDFs/complaint_form.pdf
- Spanish: www.eocco.com/-/media/EOCCO/PDFs/Member/Resources/complaint_formSpanish.pdf

You can file a complaint about any matter other than a notice of denial (NOABD) and at any time orally or in writing.

Examples of reasons you may file a complaint or grievance are:

- Problems making appointments or getting a ride
- Problems finding a provider near where you live
- Not feeling respected or understood by providers, provider staff, drivers or EOCCO
- Care you were not sure about, but got anyway
- Bills for services you did not agree to pay
- Disputes on EOCCO extension proposals to make approval decisions
- Driver or vehicle safety
- Quality of the service you received
- Problems getting services you want or need
- Problems about your rights

A representative or your provider may make (file) a complaint on your behalf, with your written permission to do so.

We will look into your complaint and let you know what can be done as quickly as your health requires. This will be done within 5 business days from the day we got your complaint.

If we need more time, we will send you a letter within 5 business days. We will tell you why we need more time. We will only ask for more time if it's in your best interest. All letters will be written in your preferred language. We will send you a letter within 30 days of when we got the complaint explaining how we will address it.

If you are unhappy with how we handled your complaint or grievance, you can share that with the Oregon Health Authority's Client Services Unit at 800-273-0557 or please reach out to the OHA Ombuds Program. The Ombuds are advocates for OHP members and they will do their best to help you. Please email OHA.OmbudsOffice@dhsosha.state.or.us or leave a message at 877-642-0450.

Another resource for supports and services in your community is 211 Info. Call 2-1-1 or go to the 211 Info website for help.

EOCCO, its contractors, subcontractors, and participating providers cannot:

- Stop a member from using any part of the grievance and appeal system process or take punitive action against a provider who ask for an expedited result or supports a member's appeal.
- Encourage the withdrawal of a grievance, appeal, or hearing already filed; or
- Use the filing or result of a grievance, appeal, or hearing as a reason to react against a member or to request member disenrollment.

If you are unhappy, you may also submit the same grievance to both EOCCO and GOBHI NEMT.

You can ask us to change a decision we made.

This is called an appeal.

If we deny, stop, or reduce a medical, dental or behavioral health service, we will send you a denial letter that tells you about our decision. This denial letter is also called a Notice of Adverse Benefit Determination (NOABD). We will also let your provider know about our decision.

If you disagree with our decision, you have the right to ask us to change it. This is called an appeal because you are appealing our decision.

Follow these steps if you do not agree with our decision:

Step 1	Ask for an appeal. You must ask within 60 days of the date of the denial letter (NOABD). Call us at 888-788-9821 (TTY/Oregon Relay 711) or use the Request to Review a Health Care Decision form. The form was sent with the denial letter. You can also get it at https://bit.ly/request2review. You can also fax the form to 503-412-4003. EOCCO can also help you write your appeal. Who can ask for an appeal? You or someone with written permission to speak for you. That could be your doctor or an authorized representative.
Step 2	Wait for our reply. Once we get your request, we will look at the original decision. A new doctor will look at your medical records and the service request to see if we followed the rules correctly. You can give us any more information you think would help us review the decision. How long do you get to review my appeal? We have 16 days to review your request and reply. If we need more time, we will send you a letter. We have up to 14 more days to reply. What if I need a faster reply? You can ask for a fast appeal. This is also called an expedited appeal. Call us or fax the request form. The form was sent with the denial letter. You can also get it at https://bit.ly/request2review. Ask for a fast appeal if waiting for the regular appeal could put your life, health or ability to function in danger. We will call you and send you a letter, within 1 business day, to let you know we have received your request for a fast appeal.

	How long does a fast appeal take? If you get a fast appeal, we will make our decision as quickly as your health requires, no more than 72 hours from when the fast appeal request was received. We will do our best to reach you and your provider by phone to let you know our decision. You will also get a letter. At your request or if we need more time, we may extend the timeframe for up to 14 days. If a fast appeal is denied or more time is needed, we will call you and you will receive written notice within 2 days. A denied fast appeal request will become a standard appeal and needs to be resolved in 16 days or possibly be extended 14 more days.
Step 3	Read our decision. We will send you a letter with our appeal decision. This appeal decision letter is also called a Notice of Appeal Resolution (NOAR). If you agree with the decision, you do not have to do anything. Still don't agree? Ask for a hearing. If we took too long or our appeal decision is harmful to you, it is your right to ask the state to review the appeal decision. This is called asking for a hearing. It is your right to ask for a hearing. You must ask for a hearing within 120 days of the date of the appeal decision letter (NOAR). What if I need a faster hearing? You can ask for a fast hearing. This is also called an expedited hearing. To ask for a normal hearing or a faster hearing, call the state at 800-273-0557 (TTY/Oregon Relay 711) or use the request form that was sent with the letter. Get the form at https://bit.ly/request2review. You can send the form to:

OHA Medical Hearings
500 Summer St NE E49
Salem, OR 97301
Fax: 503-945-6035

The state will decide if you can have a fast hearing 2 working days after getting your request.

Who can ask for a hearing?

You or someone with permission to speak for you. That could be your doctor or an authorized representative. They don't need permission in writing.

What happens at a hearing?

At the hearing, you can tell the Oregon Administrative Law judge why you do not agree with our decision about your appeal. The judge will make the final decision.

Questions and answers about appeals and hearings:

What if I don't get a denial letter? Can I still ask for an appeal?

You have to get a denial letter before you can ask for an appeal.

If your provider says that you cannot have a service or that you will have to pay for a service, you can ask us for a denial letter (NOABD). Once you have the denial letter, you can ask for an appeal.

What if EOCCO doesn't meet the appeal timeline?

If we take longer than 30 days to reply, you can ask the state for a review. This is called a hearing. To ask for a hearing, call the state at 800-273-0557 (TTY/Oregon Relay 711) or use the request form that was sent with the denial letter (NOABD). Get the form at <https://bit.ly/request2review>.

Can someone else represent me or help me in a hearing?

You have the right to have another person of your choosing represent you in the hearing. This could be anyone, like a friend, family member, lawyer, or your provider. You also have the right to represent yourself if you choose. If you hire a lawyer, you must pay their fees.

For advice and possible no-cost representation, call the Public Benefits Hotline at 800-520-5292; TTY/Oregon Relay 711. The hotline is a partnership between Legal Aid of Oregon and the Oregon Law Center. Information about free legal help can also be found at OregonLawHelp.com

Can I still get the benefit or service while I'm waiting for an appeal or hearing decision?

If you have been getting the benefit or service that was reduced or denied and we stopped providing it, you can ask us to continue it. This is your right to ask.

You need to:

- Ask for this within 10 days of the date of the denial letter (NOABD) or by the date this decision is effective, whichever is later.
- Use the Request to Review a Health Care Decision form. The form was sent with the letter. You can also get it at <https://bit.ly/request2review>.
- Answer "yes" to the question about continuing services on box 8 on page 4 on the Request to Review a Health Care Decision form.

Do I have to pay for the continued service?

If you choose to still get the denied benefit or service, you may have to pay for it. If we change our decision during the appeal, or if the judge agrees with you at the hearing, you will not have to pay.

If we change our decision and you were not receiving the service or benefit, we will approve or provide the service or benefit as quickly as your

health requires. We will take no more than 72 hours from the day we get notice that our decision was reversed.

What if I also have Medicare? Do I have more appeal rights?

If you have both EOCCO and Medicare, you may have more appeal rights than those listed above. Call Customer Service at 888-788-9821 (TTY/Oregon Relay 711) for more information. You can also call Medicare at 800-633-4227 to find out more on your appeal rights.

Can a provider appeal a decision made by EOCCO?

Your provider can appeal a decision by us. They can appeal when we deny to cover a service. Providers can call EOCCO Customer Service to request the appeal at:

888-788-9821 (TTY/Oregon Relay users, please call 711)

Hours: Monday through Friday, 7:30 a.m. to 5:30 p.m. PT

Providers also can help you submit appeals to EOCCO. If you would like help from your provider, please call their office.

Need help with our Grievance and Appeal System?

Contact EOCCO Customer Service at 888-788-9821 or TTY/Oregon Relay 711 for more info about our Grievance and Appeal System and related:

- Policies and Procedures
- Notice Letters
- Forms

Frequently Asked Questions



When do I call for a ride?

- It is best to book a ride ahead of time.
- Call us 2 or more working days before your appointment.
- You can schedule a ride up to 90 days in advance.
- Repeat appointments (dialysis, therapy) can be set up 6 months at a time

What if I need a same day ride?

- For short notice same day rides, call right away.
- For immediate ride need, call right away
- We will make every effort to get you a ride

How do I schedule a ride?

- Call the Free Ride Program 877-875-4657

How do I cancel a ride request?

- Call the Free Ride Program and speak with a Call Taker.
- The earlier you tell the program of a canceled ride, the better

What if I need ambulance transportation?

- If you have an **emergency, call 9-1-1**. We do not offer emergent rides.
- Ambulance rides can be arranged.
- Secure transport can also be arranged

Things to know for my trip

- Drivers will make their presence known once they arrive, and will wait at least 15 minutes
- There is a 30-minute scheduled window to pick you up
- If your driver arrives after your scheduled pickup time, the driver is considered late
- You do not need to board the vehicle before your pick up time
- Your pick up time allows for enough travel time to get you there on time to check-in and prepare for your appointment
- You do not have to arrive at your appointment more than 1 hour before your appointment time
- You will not have to wait more than 15 minutes for pickup
- You will be dropped off at the time you need, and at least 15 minutes before your appointment time

- You may be dropped off more than 15 minutes before a building opens if you or your guardian, representative, or parent requests it
- No pick up more than 15 minutes after a building closes unless the appointment is not going to end within 15 minutes of closing, or you or your guardian, or parent, or representative make a request
- All appointments have pre-arranged times for pick up
- If an appointment goes long or did not have an end pick up you can call and be picked up within the hour
- The driver will wait at least 15 minutes past the pick-up time. The driver must call dispatch prior to leaving
- Drivers will drop you off 15 minutes or more before your appointment time to avoid a late drop off

Backup Plans

We will arrange for another driver, another company, or public transportation vehicles if:

- The driver is more than 15 minutes late
- The type of ride you need is not available

NEMT Driver and Vehicle Standards

All drivers will have a valid Driver License. They will also complete the pre-hire process, screenings, and background checks. They will receive safety trainings before they can drive.

You can expect the vehicle:

- To be clean and free of debris
- To be smoke, aerosolizer, and vaporizer free
- To be serviced and inspected annually
- To have a first aid kit
- To have a fire extinguisher
- To have seatbelts for all riders
- To have roadside reflective or warning devices
- To have a flashlight
- To have tire traction devices when appropriate
- To have disposable gloves
- To have a hands-free mobile phone or tablet

- To have all items needed to transport members with wheelchairs or stretchers
- To meet all local licensing and permit requirements
- To be in good working condition, and to have:
 - Side and rear view mirrors
 - A horn
 - Heating and air conditioning
 - Working turn signals, headlights, tail lights, and windshield wipers