

2026 ReadyRide Rider's Guide

How AllCare CCO members can schedule transportation.



Call ReadyRide 8:00a.m. to 6:00p.m., Monday through Friday.
(800) 479-7920 | AllCareHealth.com/CCO

ReadyRide is AllCare CCO's exclusive non-emergent medical transportation agency.

Welcome to the 2026 ReadyRide Rider's Guide

This handbook can help you know and understand your AllCare CCO Health Plan, Non-Emergency Medical Transportation (NEMT) benefits. If you ever have any questions, please call AllCare Customer Care between 8:00 a.m. and 8:00 p.m., Monday through Friday at (541) 471-4106 or toll free at (888) 460-0185. If you are hearing impaired, dial the TTY number 711. If you need an interpreter, call our language access number at (888) 260-4297.

Handbook updates

New and returning members are mailed a handbook when they join AllCare CCO. You can find the most up-to-date handbook at [AllCareHealth.com/medicaid/services/
customer-care/member-handbook](http://AllCareHealth.com/medicaid/services/customer-care/member-handbook). If you need help or have questions about the handbook, please call Customer Care at the phone numbers listed at the bottom of this page.

Getting Started

We will send you a health survey to help AllCare CCO know what support you need. We will ask about your physical, behavioral, dental, and social health care needs. Here is a link of what the survey looks like: AllCareHealth.com/HealthRiskAssessment. To learn more about this survey go to **page 48** of the Member Handbook.

Complete and return your survey in any of these ways:

- Phone: (888) 460-0185, (541) 471-4106, TTY 711
- Mail: AllCare Health
Attn: Care Coordination
1701 NE 7th Street
Grants Pass, OR 97526

Need help? Call Customer Care:

(541) 471-4106 Toll free: (888) 460-0185 TTY: 711
Lang. Access: (888) 260-4297 Línea en Español: (844) 908-2306

2026 ReadyRide Rider's Guide

Important information to have handy

My Primary Care Provider is: _____

Their number is: _____

My Primary Care Dentist is: _____

Their number is: _____

Other Providers I have are: _____

Their numbers are: _____

Other Providers I have are: _____

Their numbers are: _____

Other Providers I have are: _____

Their numbers are: _____

Free help in other languages and formats.

Everyone has a right to know about AllCare CCO's programs and services. All members have a right to know how to use our programs and services.

For people who speak or use a language other than English, people with disabilities or people who need other support, we can give free help.

Examples of free help:

- Sign language interpreters and certified or qualified spoken language interpreters.

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Lang. Access: (888) 260-4297 Línea en Español: (844) 908-2306

- Written materials in other languages.
- Braille.
- Large print.
- Audio and other formats.

If you need help or have questions, please call Customer Care between 8:00 a.m. and 8:00 p.m., at the phone numbers listed at the bottom of this page.

You also can get information in another language or format.

You and your representative can get member materials like this handbook or CCO notices in other languages, large print, Braille or any format you prefer. **Every format has the same information.** You will get a printed copy of the Rider's Guide within 5 business days of your request. This help offered at no cost. Examples of member materials are:

- This handbook.
- List of covered medications.
- List of providers.
- Letters, like complaint, denial, and appeal notices.

Your use of benefits, complaints, appeals, or hearings will not be denied or limited based on your need for another language or format.

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AllCare Health can email you materials.

You can ask us to get materials electronically. Just fill out the secure contact form on our website at

AllCareHealth.com/Contact-Us. You can find this member handbook on our website at:

AllCareHealth.com/Medicaid/Services/Customer-Care/Member-Handbook. You can also call Customer Care at the phone numbers listed at the bottom of this page.

You can have an interpreter.

You, your representative, family members and caregivers can ask for a certified or qualified health care interpreter. You can also ask for sign language, written translations, or auxiliary aids and services. These services are at no cost to members.

Tell AllCare CCO and your provider's office if you need an interpreter. Tell them what language or format you need. You can also ask AllCare CCO for an "I speak" card that you can use at visits.

If you need help, please call Customer Care between 8:00 a.m. and 8:00 p.m., at the phone numbers listed at the bottom of this page, or call OHP Client Services at (800) 273-0557, TTY 711.

If you do not get the help you need from AllCare CCO, you can make a complaint or call the Oregon Health

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Authority's Public Civil Rights Hotline at (844) 882-7889, TTY 711 or email: oha.publiccivilrights@odhsoha.oregon.gov.

Language Access Statement

English

You can get this document in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call Customer Care **(888) 460-0185**, language access **(888) 260-4297**, or TTY **711**. We accept relay calls. You can get help from a certified and qualified health care interpreter.

Spanish (Español)

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 **(888) 460-0185**, acceso lingüístico **(888) 260-4297**, o TTY **711**. Aceptamos todas las llamadas de retransmisión. Usted puede obtener ayuda de un intérprete certificado y calificado en atención de salud.

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Russian (Русский)

Вы можете получить этот справочник на другом языке, напечатанный крупным шрифтом, шрифтом Брайля или в предпочтаемом вами формате. Вы также можете запросить услуги устного переводчика. Эта помощь предоставляется бесплатно. Вы можете обратиться в службу поддержки клиентов по телефону **(888) 460-0185**, а также воспользоваться программой преодоления языкового барьера по телефону **(888) 260-4297** или линией телетайпа **711**. Мы принимаем вызовы из службы ретрансляции телекоммуникаций. Также вы можете воспользоваться помощью сертифицированного квалифицированного переводчика, специализирующегося в области медицинского обслуживания.

Vietnamese (Tiếng Việt)

Quý vị có thể nhận thư này bằng ngôn ngữ khác, ở dạng bản in khổ lớn, chữ Braille hay theo định dạng quý vị muốn. Quý vị cũng có thể yêu cầu thông dịch viên. Đây là trợ giúp miễn phí. Gọi cho bộ phận Chăm sóc Khách hàng **(888) 460-0185**, truy cập ngôn ngữ **(888) 260-4297**, hoặc TTY **711**. Chúng tôi chấp nhận các cuộc gọi chuyển tiếp. Quý vị có thể được trợ giúp từ một thông dịch viên chăm sóc sức khỏe được chứng nhận và đủ tiêu chuẩn.

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(Arabic) Arabic

لیارب ۃقییرطب و ۃریبک ۃعابطب و ۃیرخاً تاغلب ۃلاسرلایل ۃلوجصلایل کنکمیو ۃیناجم ۃدعاسملا ہذہ یروف مجرتم بلط ۃاضیاً کنکمی اھلضافت یتلایغیصلاب و ۃغللایل ۃلوجصلایل ۃالمعلا ۃمدخبلصتا (888) 460-0185، (888) 260-4297، TTY 711، و کنکمی عباتتلایتملکم لبقون نحن ۃیحصلایاعرلل لہؤم و دمتعم یروف مجرتم نم ۃدعاسملا یل ۃلوجصلایل.

Somali (Somaliyeed)

Warqadan waxaad ku heli kartaa luqado kale, far waaweyn, farta indhoolaha (braille) ama qaabka aad doorbidayso. Waxaad sidoo kale codsan kartaa turjumaan. Caawimadani waa bilaash. Wac Daryeelka Macmiilka (888) 460-0185, gelida luqadda (888) 260-4297, ama TTY 711. Waxaan aqbalnaa wicitaanada gudbinta Waxaad caawimo ka heli kartaa turjumaan daryeel caafimaad oo shahaado haysta oo aqoon leh.

Simplified Chinese (简体中文)

您可以获得这封信的其他语言版本、大字版、盲文版或您喜欢的格式。您还可以要求翻译。这种帮助是免费的。致电客户服务 (888) 460-0185, 语言访问 (888) 260-4297, 或 TTY 711. 我们接受中继电话。您可以获得经认证的合格医疗口译员的帮助。

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Traditional Chinese (繁體中文)

您可以獲取本信函的其他語言版本、大號字體印刷版、盲文版或您想要的格式版本。您還可以申請口譯服務。這些幫助是免費提供的。請撥打客戶服務部電話 **(888) 460-0185**，獲取語言服務電話 **(888) 260-4297** 或 TTY 711。我們接受中繼服務電話。您可以獲得經認證的合格醫療保健口譯員提供的服務。

Korean (한국어)

본 서신을 다른 언어, 큰 활자, 점자 또는 선호하는 형식으로 받아보실 수 있습니다. 통역사를 요청하실 수도 있습니다. 이러한 지원은 무료로 제공됩니다. 고객 서비스부에 **(888) 460-0185** 번으로, 언어 지원은 **(888) 260-4297** 번으로, TTY는 **711** 번으로 전화해 주십시오. 저희는 릴레이 전화도 받습니다. 인증된 유자격 의료 통역사로부터 도움을 받으실 수 있습니다.

Chuukese (Trukese)

Ka tongeni angei ei taropwe non ekkoch fos, mak watte, Braille ika ew format ka mochen. Ka pwal tongeni tingor emon chon affouni. Ei alillis ese kamo. Kokkori ewe chon tumunu chon kamo **(888) 460-0185**, nampa **(888) 260-4297**, ika TTY **711**. Sia etiwa ekkewe kokotun relay. Ka tongeni angei aninis seni emon chon affouni pekin tumunun pekin safei mei certificate me sinenap.

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Ukrainian (Українська)

Ви можете отримати цей довідник іншими мовами, крупним шрифтом, шрифтом Брайля або у форматі, якому ви надаєте перевагу. Ви також можете попросити надати послуги перекладача. Ця допомога є безкоштовною. Телефонуйте в службу підтримки клієнтів **(888) 460-0185**, мовний доступ **(888) 260-4297**, або ТТУ **711**. Ми приймаємо ретрансляційні дзвінки. Ви можете отримати допомогу від сертифікованого та кваліфікованого медичного перекладача.

Farsi (فارسی)

ای لی رب طخ، گرzb پاچ، رگی دی اهنابز هب ار همان نیا دی ناوتی م دی ناوتی م نی نچمه امش. دی نک تفایرد دی هدیم حی جرت هکی بلاق تامد خشخاب اب. تسا ناگی ار کمک نیا. دی نک تسا او خرد مجرتم کی ای **(888) 460-0185**، **(888) 260-4297** نابزی سرتسد، دی ناوتی م. می ری ذپی م ار هلری اه سامت ام. دی ری گب سامت **711** تی ری گب کمکی تشدیبی اه تبقارم طیارش دجاو و ربتعه مجرتم کی زا دی ری گب.

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Romanian (Română)

Puteți obține această scrisoare în alte limbi, cu scris cu litere majuscule, în Braille sau într-un format preferat. De asemenea, puteți solicita un interpret. Aceste servicii de asistență sunt gratuite. Apelați serviciul de asistență pentru clienți **(888) 460-0185**, acces lingvistic **(888) 260-4297**, sau TTY **711**. Acceptăm apeluri releu. Puteți obține ajutor de la un interpret certificat și calificat în domeniul sănătății.

Dari (ز)

لی رب، گرzb پاچ اب، رگیدی اهن ابز هب ارامن هارنی ادی ناوتنی م امش نای رت شم تام دخ اب. نی نچم ه. دی نک تفایرد دوخ هاوخل د تم راف ای نابز هب ی سرت سد، **(888) 460-0185** دی ری گب سامت **(888) 260-4297** (ای TTY **711**). می نکیم لوبق ار هل ری اه سامت ام. دجاو و هدش قی دصت ی حص تب قارم مجرتم کی زا دی ناوتنی م امش دی ری گب کمک طی ارش.

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Khmer/Cambodian (ខមែរ)

អនកអាថទូលបានឯកសារនេះជាការសាច់សង្គមទេ ការបោះពុម្ព
ធិះអក្សសរសុទ្ធបាប បូទម្ពរដ្ឋដល់អូនកច្ចាបចិត្តតា អនកកំអាថសុនបី
អនកបកបុរដិជនដែរ។ ដំឡើយនេះគឺតិតិតចូលទៅ ហាល់ទូរស័ព្ទទទួលទៅផ្តល់កែ
ចំឡាំអតិថិជន (888) 460-0185, ការច្ចាបបុរភីសា
(888) 260-4297, បូ TTY 711. យើងទូលាយកការហាល់បញ្ជីជន
បន្ទត្ត។ អនកអាថទូលបានដំឡើយពីអនកបកបុរដិជនកែចំឡាំសុខភាពដែល
មានការបញ្ជាក់ និងមានលក្ខិណ្ឌសម្របតិតិគ្រប់គន់។

Amharic (አማርኛ)

ይህንን ደብዳቤ በለላች ቅንቃቄች፡ በትልቅ ህተማት፡ በብርሃን ወይም
እርስ በሚመርጥ መልከት ማግኘት ይችላል፡፡ በተጨማሪም አስተርጓሚ
መጠየቁም ይችላል፡፡ ይህ ደንብ የሚሰጠው በነፃ ነው፡፡ ወደ Customer
Care (888) 460-0185፡ የቁንቃ መሆኑን (888) 260-4297፡
ውይም TTY 711. ይደውሉ፡፡ የሚሰጠለፈያ ተረዋችን እንቀበላለን፡፡
ከተረዋገዥ እና ትቃቻ ከለው የጊዜ እንከባከበ አስተርጓሚ እርዳታ ማግኘት
ለችላል፡፡

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Our nondiscrimination policy

Discrimination is against the law. AllCare CCO and its providers must follow state and federal civil rights laws. We cannot treat people (members or potential members) unfairly in any of our programs or activities because of a person's:

- Age.
- Disability.
- National origin, primary language, and proficiency of English language.
- Race.
- Religion.
- Color.
- Sex, sex characteristics, sexual orientation, gender identity, or sex stereotypes.
- Pregnant or related conditions.
- Health status or need for services.

If you feel you were treated unfairly for any of the above reasons, you can make a complaint. This is also called filing a grievance.

Grievances related to NEMT services may include, without limitation, all expressions of dissatisfaction related to services may include, without limitation:

- All expressions of dissatisfaction related to driver or vehicle safety.
- Quality of services.
- Interactions with call center staff, providers or drivers.
 - This can include rudeness, unable to access services, and consumer rights.

A member may express dissatisfaction about a denial of a service, in full or in part, through CCO's appeal process.

If the CCO partners with another agency for their NEMT services, neither the partner agency nor CCO shall stop a member from making grievances that have been made previously. Nor stopping a Member from submitting the same grievance to the CCO if the grievance was not resolved to the member's satisfaction at the NEMT partner agency level.

If you feel you were treated unfairly for any of the above reasons, you can make a complaint. This is also called filing a grievance.

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

- Phone: Call our **Section 1557 Coordinator Terri Allen** at (888) 460-0185, TTY 711
- Email: Terri.Allen@AllCareHealth.com
- Mail: 1701 NE 7th Street
Grants Pass, OR 97526
- Web: <https://www.allcarehealth.com/non-discrimination-procedure-complaint-form>

You can read more about our complaint process in our AllCare CCO Appeals and Grievances Handbook at <https://www.allcarehealth.com/medicaid/resources/how-to-file-an-appeal>.

For more information about filing a grievance, including how to appeal or ask for a hearing, please see the “Complaints, Grievances, Appeals and Fair Hearings” section of the AllCare CCO Member Handbook on **page 190**.

Need help filing a complaint? Need language help or reasonable modifications?

Call Customer Care at the phone numbers listed at the bottom of this page to speak with a peer wellness specialist, or personal health navigator. You also have a right to file a complaint with any of these organizations:

Oregon Health Authority (OHA) Civil Rights

- Web: www.oregon.gov/OHA/EI
- Email: OHA.PublicCivilRights@odhsoha.oregon.gov
- Phone: (844) 882-7889, TTY 711
- Mail: Office of Equity and
Inclusion Division
421 SW Oak St., Suite 750,
Portland, OR 97204

Bureau of Labor and Industries Civil Rights Division

- Web: Oregon.gov/boli/civil-rights
- Email: BOLI_help@boli.oregon.gov
- Phone: (971) 673-0764
- Mail: Bureau of Labor and Industries
Civil Rights Division
800 NE Oregon St., Suite 1045
Portland, OR 97232

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U.S. Department of Health and Human Services Office for Civil Rights (OCR)

- Web: Ocrportal.hhs.gov/ocr/smartscreen/main.jsf
- Email: OCRCComplaint@HHS.gov
- Phone: (800) 368-1019
(800) 537-7697 (TDD)
- Mail: Office for Civil Rights
200 Independence Ave., SW,
Room 509F HHH Bldg.
Washington, D.C. 20201

We keep your information private.

We only share your records with people who need to see them. This could be for treatment or for payment reasons. You can limit who sees your records. Tell us in writing if you don't want someone to see your records or if you want us to share your records with someone. You can find the form on our website at: www.allcarehealth.com/media/4153/achhc-authorized-representative-form-for-discussing-phi-v3.pdf. You can ask us for a list of who we have shared your records with.

If you want us to share your records and information with someone, please complete the **Authorized Representative Form for Discussing Personal Health Information** form. You can find this form and other member resources at: AllCareHealth.com/Medicaid/Resources/Plan-Materials.

A law called the Health Insurance Portability and Accountability Act (HIPAA) protects your medical records and keeps them private. This is also called confidentiality. We have a paper called Notice of Privacy Policy that explains how we use our members' personal information. We will send it to you if you ask. Just call AllCare CCO Customer Care at the phone numbers listed at the bottom of the page and ask for our Notice of Privacy Policy. You can read it at: AllCareHealth.com/Medicaid/Resources/Notice-of-Privacy-Practices or download here: AllCareHealth.com/NOPP.

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Health records

A health record has your health conditions and the services you used. It also shows the referrals that have been made for you.

What can you do with health records?

- Send your record to another provider as needed.
- Ask to fix or correct your records.
- Get a copy of your records, including, but not limited to:
 - Medical records from your provider
 - Dental records from your dentist
 - Records from AllCare CCO

There may be times when the law restricts your access.

Psychotherapy notes and records prepared for court cases cannot be shared.

Providers may also not share records when, in their professional judgement, sharing records could cause substantial harm to you or another person.

If a provider denies you or your authorized representative copies of your medical records, the provider must give you a written notice. The notice must explain why the request was denied and explain your rights to have another provider review the denial. The notice will also tell you how to make a complaint to the provider or the Secretary of Health and Human Services.

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Lang. Access: (888) 260-4297 Línea en Español: (844) 908-2306

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AllCare CCO members can get trips to covered appointments at no cost.

If you need help getting to an appointment, call ReadyRide for a free trip if you have no other way to get there. You can get a free trip to your physical, dental, pharmacy, or behavioral health visits that is covered by AllCare CCO.

You or your representative, can ask for a trip. A member representative can be:

- A Community Health Worker;
- Foster parent;
- Adoptive parent;
- A guardian or
- Other Medical Provider who has your permission.

Depending on your abilities we may give you a bus ticket, provide reimbursement if you or someone you know drives you to your appointment or have a driver pick you up. Reimbursements can be made to a family member, or a friend that drives you. There is no cost to you for this service. AllCare CCO or ReadyRide will never bill you for trips to or from covered services, even if AllCare CCO or ReadyRide denied payment for a driver provided trip.

Who can use ReadyRide?

AllCare CCO provides all non-emergency medical transportation (NEMT) services for its members. AllCare CCO members who cannot get to an appointment on their own can use ReadyRide.

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Long distance trips.

We can offer trips to active AllCare CCO members. AllCare CCO supports members in Curry, Douglas, Jackson, and Josephine counties. This is called your service area. We can offer trips to other counties if the medical service is not available in AllCare CCO's service area. Long distance trips need advanced planning. To schedule a trip, please call ReadyRide at **(800) 479-7920**, Monday through Friday, 8:00 a.m. to 6:00 p.m.

Types of trips.

Trips are scheduled to best meet your needs. This could be a bus ticket/pass, driver provided trip, wheelchair van, stretcher van, or other type of vehicle or mileage reimbursement.

NEMT is a shared ride program. Shared ride times may take longer than driving alone.

Scheduling a trip.

Call ReadyRide at **(800) 479-7920** to schedule a trip. For hearing impaired, call TTY 711. We have qualified multilingual staff to speak with you. Language Access services are provided free of charge via a telephone for callers with limited English speaking ability. We are also able to help those callers who are hearing and/or speech impaired. You can schedule a trip Monday through Friday, 8:00 a.m. to 6:00 p.m. We ask that you try to call at least two business days before you need a trip. If the trip is requested less than two (2) days prior to the scheduled pick-up time.

You may schedule a trip as early as three months or ninety (90) days before you need to make the trip. You can schedule more than one (1) trip at a time, including multiple trips for recurring appointments up to ninety (90) days in advance.

You can schedule a same-day, or next-day trip. Members should, whenever possible, schedule trips in advance.

Service hours.

Call Center hours are Monday through Friday, 8:00 a.m. to 6:00 p.m. The Call Center is closed on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas following the Federal Observation of closure for these holidays.

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To ensure we can best meet your transportation needs, we ask that you call at least two (2) business days before a holiday.

- Trips are available day or night, every day of the year.
- A trip in the evening, on weekends, or holidays can be hard for us to schedule. If you need a trip during these times, please call as far ahead as possible.

If you call ReadyRide when our call center is closed, you will hear a message in both English and Spanish. The message will explain our call center hours and how to contact emergency services. Please leave a clear voicemail and a good contact phone number to call you back. Our call center staff will return your call no later than the next business day.

What to expect when you call.

The first time you call, we will tell you about the program and discuss your trip needs. We will ask about your mobility and independence and if you will need someone to travel with you to attend to your needs. The first call will take between ten (10) and fifteen (15) minutes.

- When you call to schedule a trip, we will ask for:
- Your name.
- Your address.
- Your phone number.
- Your date of birth.
- Your AllCare CCO member ID number.
- If you have another way to get to your visit.
- Name of the doctor or clinic you need to visit.
- Address and directions for the doctor or clinic you need to visit.
- Date of appointment.
- Time of appointment.
- Pick-up time after appointment.
- If you will need curb to curb, door to door or hand to hand service.
- Any special needs, such as a wheelchair or service animal.
- If you will have anyone traveling with you.
- Directions to your home.

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Prior to approving your request for a trip, AllCare CCO will check to see if your appointment is for a covered service or health-related service. If you have Medicare as your primary insurance, we will check to see if your appointment is to a Medicaid or Medicare covered appointment. Approving scheduling or denying a request for Non-Emergency Medical Transportation (NEMT) services (including all trip stops) will be reviewed within twenty-four (24) hours of receiving the trip request. This timeframe shall be reduced as necessary to ensure the Member arrives in time for their appointment.

During your call we will ask about:

- Your transportation needs.
- Your preferred method of contact by ReadyRide.
- The mode of transportation.
- If you will need to be joined by an adult to help you and attend to your needs.
- How you get around in the community. (Like, how you get to the store or go to the movies.)

We may ask other questions such as:

- If you are able to walk to a bus stop.
- If you have a vehicle you are able to drive.
- If you can afford to drive or if you may need money to help pay for the trip.
- If you use public transportation.
- If you or another person will be asking to be reimbursed for mileage if you or someone else you know drives you.

AllCare CCO nor ReadyRide are responsible for arranging your transportation driver when you use public transportation or mileage reimbursement.

Secure Trips

If a Member is a danger to themselves, others or both, a secure trip can be scheduled as long as it meets the requirements. A secure trip is when a Member needs to be:

- Transported to Medicaid enrolled facility that is recognized as being able to treat the immediate medical or behavioral care needs of a Member in crisis;

An additional person may go with the Member at no charge, when medically appropriate. This additional person might be there to administer medications during the trip or be there to satisfy legal requirements. This could include, but is not limited to, when a parent, legal guardian, or escort is required during transport. We will ensure that the secure trip follows state laws.

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Full Benefit Dual Eligible (FBDE)

Full Benefit Dual Eligible (FBDE) members are also able to get rides through ReadyRide. They will confirm that the service is covered through your Medicare or Medicaid plan. Trips for FBDE members should be within AllCare CCO's service area. Out of the service area appointments are covered if the service or health related service is not available in the AllCare CCO service area.

Veteran's and Compact of Free Association (COFA) Dental Program members.

If you are a member of the Veteran's Dental Program or COFA Dental Program, AllCare CCO only provides dental benefits and free trips to dental appointments. AllCare CCO does not provide access to physical health or behavioral health services or for these services. These services are considered non-covered services without Care Coordination support. If you have questions regarding coverage and what benefits are available contact, Customer Care at the phone numbers listed at the bottom of this page.

When you schedule your trip, we will read back to you:

- The date of your trip.
- The pick up location.
- The address of your appointment.
- Any special travel needs you have.
- We will talk to you about any physical or behavioral disabilities you may have.
- AllCare CCO may modify your trip to meet your needs and make sure you receive the appropriate mode of transportation.

We will call you no less than two (2) days prior to the scheduled pick-up time. We will tell you:

- Your driver's name and telephone number.
- The scheduled pick-up date and time.
- The name and address of the provider you are going to see.
- Our phone number, in case you need to reschedule, cancel, or have a question about your trip.
- Responsibility of determining if trip arrangements have been made cannot be given to the member.

Your trips will be scheduled and assigned to the correct mode of transportation that

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meets your needs. For driver provided rides, drivers cannot change your pickup time without approval from ReadyRide. In the event that ReadyRide will be more than fifteen (15) minutes late, we will contact you to let you know and send out another vehicle.

If your appointment time or day changes or you have an unplanned change from your medical provider, we will reassign your trip to another vehicle, if available.

Your travel time will make sure you arrive at you're appointment with time to check in and get ready. Your return ride should be scheduled shortly after the end of your appointment and should arrive at the scheduled time. If the original scheduled driver and vehicle will be more than fifteen (15) minutes late or is unable to pick you up, we will contact you by telephone. We will let you know what time a new vehicle or driver will be arriving to pick you up.

If there was no prescheduled pickup time for your return trip, your driver will arrive within 1 hour after you tell Ready Ride that you are ready to leave. Your trips will be provided by drivers and in vehicles that meet all Oregon Health Plan requirements.

Children and minors.

When you call to schedule a trip for a child twelve (12) years of age and under, we will also need to know:

- The child's name, member ID number, and birth date.
- If your child requires a child seat.
- The name of the adult who will be traveling with your child.

Children twelve (12) years of age and under must have an adult 18 years or older with them at all times. The adult may be:

- The parent or legal guardian.
- An adult relative.
- An adult with written permission from a parent or legal guardian.
- A Department of Human Services (DHS) employee or volunteer.

The Member's parent, guardian, or adult caregiver shall provide and install child safety seats for a person who:

1. Weighs less than 40 pounds and who is four feet nine inches or shorter.

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2. Is under two years of age must be properly secured with a child safety system in a rear-facing position.
3. Weighs more than 40 pounds, but who is four feet nine inches or shorter. The exception being if the child is properly secured with a child safety system that meets the minimum standards and specifications established by the department under ORS 815.055. ORS 815.055 are rules for safety belts, harnesses and child safety systems, for child safety systems for children weighing more than 40 pounds. The adult with the child must bring and install the safety seat into the vehicle. Drivers cannot help install or remove safety seats. Safety seats cannot be left with your driver during the child's appointment. You might not have the same driver on the return ride. A driver can't give a child Member a ride if a parent or guardian does not provide a safety seat that meets Oregon state law.

Safety seats are required for a person who weighs less than 40 pounds and who is four feet nine inches or shorter. The adult with the child must bring and install the safety seat. Drivers cannot help with installing or removing safety seats. Safety seats cannot be left with your driver during the child's appointment. You might not have the same driver on the return trip.

Where to wait for your ride.

For safety, we will only pick you up and drop you off at the address you give us when you call to arrange your trip.

How your driver may help you.

We will help you with your travel needs. If you ask, drivers can provide at a minimum, assistance to you between the vehicle and the front of your home or destination curb to curb, door to door and hand to hand. Drivers can also:

- Pick you up at the curb of your pickup location.
- Meet you at the door or front desk of your pickup location.
- Go with you to the door or front desk of your drop off location.
- Meet you and a member of your care team at your pickup location and bring you all the way inside your drop-off location, if needed.

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- Come to the main entrance of the clinic when they pick you up.
- Help you through the door into the main lobby of clinics.
- Help you to the door of your home.

Drivers may not help you into medical rooms or other areas of the building. If you need more help, you will need to bring your own helper.

Drivers cannot go into your room. Exceptions are when they pick you up from the hospital or with a stretcher car.

Drivers cannot help you get ready to go (feeding, dressing, etc.).

Drivers cannot help you into a wheelchair or help you from a wheelchair to a vehicle.

Drivers cannot accept tips.

Not all drivers are able to help you up and down steps or into buildings if you use a walker or cane. If you use a walker or cane, please let us know so that we can find the right driver for you.

Personal helpers.

Not all rides allow for a helper to ride along. AllCare CCO will help decide if you require assistance or if your helper meets the requirements. If approved, you must schedule for your own helper if you cannot travel alone. Traveling with a helper is no additional cost, but we do not pay for your helper's time.

Wheelchairs and other equipment.

If you use a wheelchair, we are not able to help you up or down steps. You must have a wheelchair ramp in place. You may ask your driver to help you up and down curbs. If your wheelchair is very large, please let us know so we can send the right vehicle. A very large wheelchair means it is more than:

- Thirty (30) inches wide.
- Forty-eight (48) inches long.
- Weighs more than six hundred (600) pounds with the person in it.

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If you use a scooter, you might be asked to ride in the vehicle's seat for your own safety.

If you use a walker, a cane, or crutches we will need to put them in a safe place when you get in the vehicle. Your driver will help you with these items.

Oxygen tanks must be tied down during the trip.

Service animals.

Service animals are animals trained to help people with disabilities. They are allowed to ride with you. Please tell us before the trip if you need to bring a service animal on the trip. ReadyRide may ask if the animal is required for a disability and what work and task the animal has been trained to perform.

Safety belts.

Riders must follow safety belt laws. Please tell us if you need a seatbelt extension. If you have a safety belt exemption card, bring it and show it to your driver. Riders using wheelchairs must use the lap and shoulder belt.

Vehicle safety.

All vehicles meet all of the requirements included in OAR 410-141-3925. As well as local licensing and permit requirements. Vehicles are operated by drivers who meet all of the requirements and have completed all the training required under OAR 410-141-3925. This includes verification of a State driver's license with any required endorsements. Review of drivers being able to participate in federal programs, and background checks happen before a driver is approved to drive for NEMT.

The inside of the vehicle shall be clean and free from any debris preventing a member's ability to ride comfortably.

Smoking, aerosolizing, or vaporizing of inhalants is not allowed in the vehicle at any time in accordance with ORS 433.835 to 433.990 and OAR 333-015-0025 to 333-015-0090.

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All vehicles shall include, without limitation, the following safety equipment:

- Safety belts for all passengers if the vehicle is legally required to provide safety belts.
- First aid kit.
- Fire extinguisher.
- Roadside reflective or warning devices.
- Flashlight.
- Tire traction devices when appropriate.
- Disposable gloves.
- All equipment necessary to securely transport members using wheelchairs or stretchers in accordance with the Americans with Disabilities Act of 1990 (as amended) (ADA), Section 504 of the Rehabilitation Act of 1973, and Oregon Revised Statute 659A.103.

Vehicle maintenance must meet all of the maintenance recommended by the vehicle manufacturer. The vehicle must be in good condition and shall include, but is not limited to, the following equipment:

- Side and rear-view mirrors.
- Horn.
- Heating, air conditioning, and ventilation systems.
- Working turn signals, headlights, taillights, and windshield wipers.

Emergency transportation.

ReadyRide does not provide emergency transportation. If you need emergency transportation, call 911. If you have an emergency during your trip, please let your driver know. Your driver will call 911.

Adverse weather conditions.

Adverse weather conditions could mean one or more of the following:

- Extreme hot or cold temperatures
- Flooding

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- Heavy snowfall
- Icy roads.
- Road closures due to wildfires.
- Tornado Warnings

In dangerous weather conditions, ReadyRide may use all-terrain vehicles and/or tire chains on vehicles. Drivers will be told by ReadyRide when to use snow chains. Travel to critical medical appointments such as chemotherapy, dialysis and medication assisted treatment will happen. If some appointments are not urgent, it may be necessary to re-schedule for the safety of you and your driver. ReadyRide uses the Oregon Department of Transportation's Trip Check to see road closures. ReadyRide will contact Member's if their service needs to be rescheduled or cancelled because of the weather.

How to cancel a trip.

Local trips: If you need to cancel or change a local trip, please call ReadyRide at least two (2) hours before the pick-up time.

Long-distance trips: If you need to cancel or change a long-distance trip, please call ReadyRide at least six (6) hours before the pick-up time.

Trips canceled after these times are considered late cancels.

Travel times.

To make sure we get you to your appointment on time, we ask that you are ready fifteen (15) minutes before the pick-up time assigned by ReadyRide. However, you are not required to enter the vehicle before the scheduled pick-up time.

Your driver will let you know when they have arrived to pick you up. If you are not ready within fifteen (15) minutes after your scheduled pick-up time your driver will notify ReadyRide before leaving. You may be considered a no-show. If you are late, your provider may not be able to see you for your appointment.

You will not be required to arrive at your appointment more than one (1) hour before your appointment time or fifteen (15) minutes before the building opens, unless requested.

Your trip will be planned to drop you off for your appointment no less than fifteen (15) minutes before your appointment time to make sure you are not late.

Late cancel and no-show policy.

Late cancels, same-day cancellations, and no-shows may cause a problem in getting you the care you need. If you have more than three late canceled trips or more than three (3) missed trips in ninety (90) days, we may need to find you a different type of trip. This can include working with your AllCare Health Care Coordinator.

Driver travel times.

- Your driver should arrive within five (5) minutes before your pick-up time and no more than ten (10) minutes after your pick-up time.
- If you call for a ride home, your driver should arrive within one (1) hour.
- If a driver is not on time, please call **(800) 479-7920** to tell us.
- Your driver can't leave you at an appointment more than fifteen (15) minutes before the office or facility opens for business, unless requested.
- Your driver can't pick you up from an appointment more than fifteen (15) minutes after the office closes. Unless the appointment is not expected to end within 15 minutes after closing. Unless requested by the member, the member's guardian, parent or representative.

Your driver can't leave you at an appointment more than fifteen (15) minutes before the office or facility opens for business, unless you specifically request it.

Your driver can't pick you up from an appointment more than fifteen (15) minutes after the office or facility closes for business, unless the appointment is not reasonably expected to end within 15 minutes after closing, or as requested by the member, the member's guardian, parent or representative.

Travel reimbursement program.

If you or someone you know can drive you to your medical appointment, ReadyRide will reimburse you for mileage if you qualify. If an individual other than the Member or the minor Member's parent or guardian drives, a CCO's NEMT agency may reimburse the individual that provided the ride.

To be reimbursed for your mileage, you must schedule your reimbursement request before your appointment starts.

You must also give ReadyRide:

- Your appointment address.
- Your medical provider's name.

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- The date and time of your appointment.
- The medical reason for your appointment.

If you need to call us after hours, please leave your name, phone number, the Member's name going to the appointment, the time and date of the appointment and the provider's name and address. We can send you a request form to be reimbursed for mileage. Please contact us at **(800) 479-7920** to ask if you qualify.

Private Car Mileage: \$.49 per mile

Meal reimbursements.

To be eligible for meal reimbursements the Member's travel time spans more than 4+ hours round trip and the Member's travel time happens during the following times:

- **Breakfast:** Travel begins before 6:00am.
- **Lunch:** Travel must span the entire period from 11:30am through 1:30pm.
- **Dinner:** Travel ends after 6:30pm.

If the Member meets requirements for some or all meal reimbursements, the following reimbursement amounts are:

- **Breakfast:** \$9.00.
- **Lunch:** \$10.00.
- **Dinner:** \$15.00.
- **Total for the day:** \$34.

Receipts are not required for meal reimbursements.

Lodging reimbursements.

To be eligible for lodging reimbursements:

- A Member would need to begin travel before 5:00am in order to reach a scheduled appointment.
- Travel from a scheduled appointment that ends after 9:00pm.
- The member's healthcare provider documents a medical need.
- AllCare CCO may reimburse member's for lodging under additional situations at the CCO's determination.

Lodging can be reimbursed up to \$110 or less per day. All receipts must be turned in with your reimbursement form to ReadyRide to receive lodging reimbursement.

Meals and lodging reimbursement for attendants.

AllCare CCO must reimburse for meals or lodging for one attendant, which may be a parent, to accompany the Member if medically necessary, if any of the following apply:

- The Member is a minor child and unable to travel without an attendant;
- The Member's attending physician provides a signed statement indicating the reason an attendant must travel with the Member;
- The Member is mentally or physically unable to reach their medical appointment without assistance; or
- The Member is or would be unable to return home without assistance after the treatment or service.
- AllCare CCO may reimburse Members for meals or lodging for additional attendants or under additional circumstances that the CCO's decides.

Attendant Lodging: \$110.00 per night (if staying in separate room.)

You must return your validated reimbursement form along with your hotel paperwork or receipt that you will receive upon checkout.

AllCare CCO may hold reimbursements under the amount of \$10 until the Member's reimbursement reaches \$10.

Overpayments.

- AllCare CCO may recover overpayments made to a Member. Overpayments occur when AllCare CCO's transportation agency or other agency paid:
 - For travel to medical appointments, and the funds weren't used for that purpose.
 - The member did not attend the appointment.
 - The trip was a shared the ride with another Member whom that the NEMT agency already paid.
 - For transportation tickets or passes, and the Member sold or otherwise transferred the tickets or passes to another person.

You have forty-five (45) days from your appointment date to turn in your form to be paid back. After forty-five (45) days, the request will be denied. If paperwork is incomplete ReadyRide has an additional 15 days to help a Member complete their paperwork.you will not be paid.

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Client privacy.

Your privacy is important to us. We will keep your information private as required by law.

Denials, appeals, hearings and complaints.

You will receive a call to let you know that your trip is denied. All denials are reviewed by two staff members before sent to you. If your trip is denied, we will mail you a Notice of Adverse Benefit Determination (NOABD) within 72 hours of the decision. The notice states the rule and reason for the denial.

You can ask for an appeal with AllCare CCO if you do not agree with the denial. An appeal is when you do not agree with the reason(s) for your denial. You have 60 days from the date of the denial notice to request an appeal. After the appeal, if the trip is still denied you also have the right to request a State hearing. The State hearing will review all information from the denial and appeal and make a final decision.

We will mail your provider a letter as well, if the provider is part of our provider network and they requested the transportation on your behalf.

You have the right to make a complaint at any time. Learn more about making a complaint or asking for an appeal on **page 190** of the AllCare Member Handbook.

Your rights as a rider.

- Get a safe and reliable trip that meets your needs.
- Be treated with respect.
- Ask for interpretation services when talking to customer service.
- Get materials in a language or format that meets your needs.
- Get a written notice when a trip is denied.
- Get a written notice when there are any changes to your NEMT services.
- Ask for an appeal, ask for a hearing, or ask for both if you feel you have been denied a trip unfairly.

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Your responsibilities as a rider.

- Treat drivers and other passengers with respect.
- Call us as early as possible to schedule, change, or cancel a trip.
- Use seatbelts and other safety equipment as required by law (example: car seats).
- Ask for any additional stops, like the pharmacy, in advance.
- Be ready fifteen (15) minutes prior to your pick-up time.

Service changes.

Your service can be changed for passengers and driver's safety. This includes:

- If you have a health condition that presents a direct threat to the driver or others in the vehicle.
- If you threaten harm to the driver or others in the vehicle.
- If your behavior puts the driver or others in the vehicle at risk of harm.
- If your behavior, in the CCO's judgment, causes local medical providers or facilities to refuse to provide services to you.
- Exhibits chronic lateness, defined as being more than 15 minutes late after the driver arrives (within the pickup window) for 25% or more of those trips occurring within the previous three-months; or
- Frequent same day cancels, late cancels, and no-shows.

Contact ReadyRide.

We welcome your feedback. Comments and concerns can be directed to us at **(800) 479-7920**. The Riders Guide is available on the AllCare Health website at: AllCareHealth.com/CCO/Services/Rides-To-Doctor-Appointments.

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AllCareHealth.com/CCO



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