

**We arrange the best  
transportation to fit  
your needs.**

# **MEDICAL TRANSPORTATION PROGRAM**



**Do You Need Help  
Getting To  
Medical  
Appointments?  
Or Do You Want  
Mileage Reimbursement?**

Mid-Columbia Transportation Brokerage respects civil rights. The Mid-Columbia Transportation Brokerage operates its programs without regard to race, color, religion, sex, sexual orientation, national origin, marital status, age or disability in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law. For more information contact 877-875-4657 (TTY 7-1-1) or email [mccogtransnet@gorge.net](mailto:mccogtransnet@gorge.net)

Mid-Columbia Medical Transportation Brokerage  
1113 Kelly Ave.  
The Dalles, Oregon 97058

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Brochure

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## HOW TO USE MEDICAL TRANSPORTATION

### WHO MAY USE?



You must be on the Oregon Health Plan (OHP), a member of Eastern Oregon CCO or PacificSource CCO, which you use to get your medical care. You must have no other way to get to your medical visits.

### HOW DO I SCHEDULE A RIDE?



**Call between 7 A.M. and 5 P.M., Monday through Friday.**

Rides must be scheduled **2 business days** in

advance, unless you have a sudden medical need to be seen with less than 2 days' notice.

### WHAT PHONE NUMBER DO I CALL?

If you live in Hood River: 541-716-4460

If you live in The Dalles: 541-298-1045

If you live in Hood River, Wasco or Sherman County: 1-877-875-4657.

To leave a voice mail, **please give us your name and phone number only.** We will return your call as soon as we can.

### WHEN DO I NEED TO BE READY FOR MY RIDE?

We will give you a window of time to be ready for pick-up. This helps us get everyone to his/her appointment on time.

### HOW MUCH DOES IT COST?



There is no charge. A helper may ride with you, at no cost.

### WHAT DO I NEED TO HAVE READY WHEN I CALL?

1. Your pick-up address & telephone number
2. Date & time of your medical visit
3. Medical appointment address & doctor's name
4. The doctor's telephone number
5. Reason for & length of your medical visit

### WHAT IF MY PLANS CHANGE OR I NEED TO CANCEL MY RIDE?

Call us right away. If you call after hours, **please leave a message.**

### HOW DO I REQUEST MILEAGE REIMBURSEMENT?

**Call between 7 A.M. and 5 P.M., Monday through Friday.** To leave a voice mail, **please give us your name and phone number only.** We will return your call as soon as we can. To get reimbursed:

1. Schedule your medical visit.
2. Call our office to tell us about your scheduled medical visit. You will get a reimbursement form from us.
3. **After** your medical visit, you must submit your reimbursement form within 45 days.

### WE SERVE THE FOLLOWING COUNTIES:

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

*WE KEEP YOUR  
INFORMATION PRIVATE*

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