

Get to know **ALL** of your benefits



Focus: Transportation

Your health matters to us, which is why your benefits include help with trips to health care appointments and services that are covered through the Oregon Health Plan (OHP). If you have no way to get to a covered health care appointment, our partner **TransLink** can get you there.

Three ways get to appointments

The **TransLink** customer service team will work with you to find the most-appropriate and least-costly option to fit your needs:



Public transit

We provide daily or monthly transit passes. We'll discuss your appointments and decide whether a day or monthly pass is better suited to your scheduled visits.



Reimbursement

We pay a per-mile rate for mileage to and from health care visits. You can drive yourself, or someone else can drive you. Print an appointment verification form at rvtd.org/translink and ask your provider's office staff to sign it. Reimbursement is loaded onto a prepaid debit card.



Vehicle-provided rides

We can schedule private and shared rides. Based on your medical needs, we can send a sedan, wheelchair van, stretcher vehicle or non-emergent ambulance.



You have the right to request a same-day or next-day ride. However, if your request is on short notice, and demand for rides is high, we prioritize medically urgent requests.

Call **TransLink**
to learn more at
888-518-8160
or **TTY 711**

Call TransLink at 888-518-8160 or TTY 711 to see what service is right for you. Each time you call, we'll ask questions about you and the trip you're asking for. Whenever possible, please call us at least two business days before a health care appointment to discuss and schedule your transportation. You can schedule up to 90 days in advance.

If you have any questions, call Jackson Care Connect Customer Service at 855-722-8208.

jacksoncareconnect.org

Get to know Jackson Care Connect

Transportation is a service provided by Jackson Care Connect, your Medicaid health plan. Learn more about us here.

When people talk about Medicaid in Oregon, you may hear them say a lot of different names or letters. That's because there are many organizations involved in making sure you get the care you deserve. How can you make sense of it all?

It helps to think of Medicaid in Oregon like a pyramid

Oregon Health Authority (OHA) runs the Medicaid program for the entire state of Oregon, which is called the Oregon Health Plan (OHP).



Oregon Health Authority

Jackson Care Connect is what's called a coordinated care organization (CCO). Oregon's CCOs exist to provide health insurance and much more. We look at the broad picture of your health and help with other services you wouldn't expect from a health care company. We also work with community partners to give you access to better health.



Jackson Care Connect™
Part of the CareOregon Family

Your primary care provider (PCP) might be a doctor, a nurse practitioner, a physician's assistant or a naturopath. They coordinate your care with Jackson Care Connect and other medical team members like dentists, mental health providers, pharmacists and others.



Jackson Care Connect provides services like these for Medicaid (OHP) members:

- ▶ Physical health care
- ▶ Mental health care
- ▶ Substance use treatment
- ▶ Dental care
- ▶ Medicare through CareOregon Advantage

You'll also be able to use important services like these:

- ▶ Care coordination
- ▶ Pharmacy
- ▶ Prenatal and infant care
- ▶ Transportation options
- ▶ Language interpreter services
- ▶ ER and urgent care

Questions?

Would you like to know more? Call our helpful and friendly **Customer Service team at 855-722-8208** or send us a secure message through jacksoncareconnect.org/portal

You can get this in other languages, large print, braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 855-722-8208 or TTY 711.

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