



315 SW Fifth Avenue, Suite 900
Portland, Oregon 97204
503-416-4100 or 800-224-4840
877-416-4161 (TTY/TDD)
Daily 8 am — 8 pm
www.careoregonadvantage.org

Dear CareOregon Advantage Member:

We are pleased to offer our members a ride to doctor and dentist appointments, lab or x-ray tests, pharmacies, and other health care providers, such as physical therapy and hospitals. The number of approved trips is based on the specific plan in which you are enrolled.

Access2Care is the company who will arrange for your ride. The company who comes to pick you up will be a local company in your community that works with Access2Care.

How do I call to get a ride?

- Call the Access2Care number listed on this page. All calls to this number are free.
- You will speak to a person who will ask you the following information: name, CareOregon Advantage ID number, address of the location for pick up, and the address of the location for drop off.
- In most cases, we need you to contact us four days before your trip.
- If you need to cancel a trip, please call at least three hours before the scheduled time.
- This benefit covers most local trips to the doctor, dentist, hospital and other health care providers. We also will provide a stop at the pharmacy after an appointment to pick up prescriptions.

Will they pick me up and bring me home?

- Yes, tell the person at Access2Care when you call that you want a round-trip ride. The person giving you a ride will give you a number to call when your appointment is finished.
- You may also have one person go with you on the trip at no extra charge.

NOTE: Most trips are limited to 40 miles from your home to the office or clinic. This benefit does not take the place of an ambulance if you are in a medical emergency. For all medical emergencies, call your doctor immediately or call 911.

If you have other questions about CareOregon Advantage, call Customer Services daily from 8 a.m. to 8 p.m., at 503-416-4100 in the Portland area; 1-800-224-4840 outside the Portland area. TDD/TTY users can call 1-800-735-2900.

Need a Ride to Your Doctor's Appointment?

Call

1-866-948-7948

TTY/TDD users

1-800-735-2900

7 a.m. - 7 p.m. Mon– Fri
8 a.m. - 5 p.m. weekends
and holidays