

RideSource

A RESOURCE FOR RIDES TO
YOUR APPOINTMENTS



Options

Different ride options,
depending on your needs.



Apply

Contact RideSource and set
up a time for a staff person
to talk to you about any
special transportation needs
you may have.



Schedule a Ride

Call RideSource at least
2 days in advance of your
appointment if possible to
schedule your ride. Rides can
be scheduled up to 30 days
before your appointment.



Questions or Comments?

Call the RideSource Call Center
directly at 541-682-5566 or
877-800-9899 (TTY: 711).

*You don't need to wonder how to get to
your appointment. As a Trillium Oregon
Health Plan member, you have a way!*

To schedule a ride

call the RideSource
Call Center:
541-682-5566
877-800-9899 (TTY: 711)
RideSource@ltd.org



Do you think Trillium Community Health Plan
(TCHP) has treated you unfairly? Trillium
must follow state and federal civil rights laws.
It cannot treat people unfairly in any of its
programs or activities because of a person's:

- Gender identity
- Age
- Race
- Marital status
- Color
- Religion
- National origin
- Disability
- Sex
- Sexual orientation

Español (Spanish) ATENCIÓN: si habla
español, tiene a su disposición servicios
gratuitos de asistencia lingüística. Llame al
Oregon Health Plan 1-877-600-5472; TTY:
1-877-600-5473.

Tiếng Việt (Vietnamese) WCHÚ Ý: Nếu bạn
nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ
miễn phí dành cho bạn. Gọi số Oregon Health
Plan 1-877-600-5472; TTY: 1-877-600-5473.



UO Riverfront Research Park
1800 Millrace Drive, Eugene, OR 97403

Local: 541-485-2155
Toll Free: 877-600-5472, TTY: 711

TrilliumOHP.com

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Transportation Benefits

WITH MEMBERSHIP



TrilliumOHP.com

Your Transportation Benefits

As a Trillium member with the Oregon Health Plan, Trillium may pay for you to get to and from medical, dental, and mental health appointments. You can ask for help through RideSource.

Depending on your transportation needs, you could get:

- A taxi ride
- A ride in a wheelchair-accessible van, or
- Other specialized transportation services
- Paid back for driving yourself
- A daily bus pass, or
- A monthly bus pass

To schedule a ride, call the RideSource Call Center:



**541-682-5566 or
877-800-9899 (TTY: 711)**

Applying for Special Transportation Needs with RideSource

- To apply for RideSource services, call 541-682-5566 or 877-800-9899 (TTY: 711) 8:00 am to 5:00 pm, Monday - Friday. RideSource@ltd.org
- Tell RideSource you are a Trillium member with the Oregon Health Plan.
- A trained staff person will arrange a time to talk to you about your transportation needs. (If you need a ride before your talk with RideSource, please call and let them know.)

The RideSource Call Center

The RideSource Call Center is closed on some holidays. For urgent transportation requests when the Call Center is closed, there is a recorded message about what to do.

Scheduling a Ride

- You can schedule a ride up to 30 days before your appointment.
- Please call at least 2 business days (Mondays through Fridays) before your appointment.

If you have an urgent medical need, there are a few appointments for same-day rides. It is possible that same-day rides will not be available. To make sure a ride is available, please call as far in advance as possible.

One person may ride free of charge with you to an appointment. For children under age 12 or individuals with special physical or developmental needs, a parent or other adult over age 18 must travel with the individual. For children, the adult rider must provide a car seat or booster seat if needed.

When You Call RideSource

When you call RideSource, they will ask you a few questions about your trip.



They may ask:

- The time and place of your appointment
- The reason for your appointment
(examples: a checkup or a dentist appointment)

