Scheduling Rides

Your ride should be scheduled at least 2 business days before the ride, but same-day rides are also available.

Rides can be scheduled 24/7 and up to 90 days before an appointment.

To schedule a free ride or request mileage refunds, please use one of the following options:

- Call BCB Customer Care toll free at1-877-324-8109 | TTY 711
- Visit: http://bca-ride.com

Questions?

BCB Customer Care

Toll Free: 1-877-324-8109 | TTY 711

Website: http://bca-ride.com

UHA Customer Care

Toll Free: 1-866-672-1551 | TTY 711
Local: 541-229-4842 |
TTY 541-440-6304
Fax: 541-677-6038

Email:
UHCustomerCare@
umpquahealth.com

Website:
www.UmpquaHealth.com

You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 541-229-4842 or TTY 711.

Puede obtener esta carta en otros idiomas, en letra grande, en braille o en el formato que prefiera. También puede solicitar un intérprete. Esta ayuda es gratuita. Llame al 541-229-4842 o al TTY 711.

UMPQUA HEALTH

Non-Emergent Medical Transportation

Provided by

BCB BAY CITIES BROKERAGE

OHP-UHA-23-018

About NEMT Services

As an eligible member of Umpqua Health Alliance (UHA), you have access to free Non-Emergent Medical Transportation (NEMT) services through Bay Cities Brokerage (BCB). You can get free rides to medical appointments and other covered medical services, like trips to the pharmacy or to your local farmer's market. BCB also can give mileage refunds if you drive yourself to these services.

Types of Eligible Rides

BCB has many different ride options. BCB will choose the best ride that fits your needs when scheduling a ride. BCB is a shared ride program and other riders may be picked up or dropped off along the way.

Available ride options:

- Wheelchair Van
- Sedan
- Secure Transport
- Stretcher Car
- Mileage Refund
- Bus (tickets or passes)
- Mass Transit

BCB will give you the Bus or Mass Transit ticket or pass so you can arrange that ride on your own.

Mileage Refunds

BCB can give you a mileage refund if you drive yourself or get a ride from someone else.

You need to fill out and return BCB's Reimbursement Form before your appointment to get a mileage refund. To get a Reimbursement Form please call BCB at 1-877-324-8109.
You can submit the Reimbursement Form by:

- Dropping it off to their office at1290 NE Cedar St, Roseburg, OR 97470
- Mailing it to 3505 Ocean Blvd SE, Coos Bay, OR 97420

Meals and Lodging Refunds

BCB can give you meal and/or lodging refunds if your appointment is outside of Douglas County.

Meal Refunds: Your travel time needs to be a at least 4 hours outside of the local area to get a meal refund. You do NOT need to submit receipts for your meals.

Lodging Refunds: Lodging will NOT be refunded if:

- Trips can be made in one day
- Multiple appointments on different days could have been scheduled on the same day
- BCB can give other lodging refunds in special situations or if your provider says it's important to stay overnight.

To get a copy of BCB's Trip Log, use one of the following options:

BCB website:
http://bca-ride.com

Call Customer Care: 1-877-324-8109 to receive a free copy via mail

Refund Rates are as follows:	
Mileage Refund	$0.25/ mile
Meal Refund	
Breakfast (If travel starts before 6 a.m.)	$3.00
Lunch (If travel lasts from 11:30 a.m.-1:30 p.m.)	$3.50
Dinner (If travel ends after 6:30 p.m.)	$5.50
Attendant Meals (per day)	**$12**
Breakfast	**$3.00**
Lunch	**$3.50**
Dinner	**$5.50**
Lodging Refund	
Lodging Amount (per night)	$40
Attendant Lodging (if staying in a separate room)	$40/ night

Approved/Denied Rides

BCB will approve or deny a ride within 24 hours of a request. You will get a Notice of Action Benefit Denial (NOABD) letter in the mail within 72 hours if your ride is denied.

For more information about ride denials, please see our Riders Guide at www.umpquahealth.com/ohp/.
A copy of the Riders Guide can be mailed to you, free of charge, within 5 business days. Please contact UHA Customer Care to get your copy at 541-229-4842.