

## 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 hours/7 days a week and up to 90 days before an appointment. You can also schedule multiple NEMT services at one time for multiple appointments.

You or your representative can schedule a ride. To schedule a ride or request mileage refunds, please use one of the following options:

- Call BCB Customer Service toll free at 1-877-324-8109 | TTY 711
- Visit BCB's online portal: [portal.bca-ride.com](https://portal.bca-ride.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.**

## Questions?

### BCB Customer Service



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



Website: <https://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](http://www.UmpquaHealth.com)

# Non-Emergent Medical Transportation



Powered by:



## 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. No matter what plan you signed up for when you applied, UHA will provide your NEMT services at no cost to you.

### Types of Eligible Rides

BCB has made 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 rides may be picked up or dropped off along the way.

Available ride options:

- Wheelchair van
- Sedan
- Secure Transport
- Stretcher Care
- Mileage Refund
- Bus (tickets or pass)
- 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 Forms 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 at 1290 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 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, go to

**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 	\$0.44/mile
Meal Refund 	
Breakfast (If travel starts before 6 a.m.)	\$8.00
Lunch (If travel lasts from 11:30 a.m.-1:30 p.m.)	\$8.50
Dinner (If travel ends after 6:30 p.m.)	\$10.50
<b>Attendant Meals (per day)</b>	<b>\$27</b>
<b>Breakfast</b>	<b>\$8.00</b>
<b>Lunch</b>	<b>\$8.50</b>
<b>Dinner</b>	<b>\$10.50</b>
Lodging Refund 	
Lodging Amount (per night)	\$98
Attendant Lodging (if staying in a separate room)	\$98/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 Rider Guide at [www.umpquahealth.com/ohp/](http://www.umpquahealth.com/ohp/).

A copy of the Rider 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.