



On March 1, 2018, the free ride service, or Non-Emergent Medical Transportation (NEMT), for Willamette Valley Community Health (WVCH) members will change to LogistiCare.

NEMT is a benefit for WVCH members. NEMT is a free ride service that helps you get to and from OHP covered services.

**There are no changes to your benefit.**

Please call LogistiCare to set up rides scheduled on, or after, March 1, 2018. LogistiCare's call center is open beginning February 1, 2018 from 6:00am-7:00pm Monday through Friday.

The phone number to call for a ride is: 1-844-544-1397

**Tips and tools for using the free ride services:**

Call at least 2 business days before your visit if possible.

You may ask for a bus pass to help you get to and from your OHP covered services.

If you or someone you know has a car, you can use the mileage reimbursement benefit. This is for travel to and from your OHP covered services.

Plan some extra time on the phone when you call to set up your first trip. Staff will ask you some questions about your needs. This is to make sure you get the right type of ride.

**If you have any questions or concerns about this letter or if you need this notice in larger print size or different formats, please call us at 503-584-2150 or Toll Free 866-362-4794. TTY users call 711.**

Si usted necesita ayuda en entender esta informacion, por favor llame al 503-584-2150 o a la linea gratis 866-362-4794 (equipo teletranscriptor 800-735-2900) para la ayuda.

Willamette Valley Community Health CCO  
3025 Ryan Dr SE  
Salem, OR 97301

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 503-584-2150 (TTY: 711).

**Tiếng Việt (Vietnamese):** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 503-584-2150 (TTY: 711).

**繁體中文 (Chinese):** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 503-584-2150 (TTY: 711)。

**Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 503-584-2150 (TTY: 711).

**한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 503-584-2150 (TTY: 711) 번으로 전화해 주십시오.

**Українська (Ukrainian):** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 503-584-2150 (TTY: 711).

**日本語 (Japanese):** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。503-584-2150 (TTY: 711)まで、お電話にてご連絡ください。

**(Arabic)** ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 503-584-2150 (TTY 711).

**Română (Romanian)** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 503-584-2150 (TTY 711).

**ខ្មែរ (Cambodian)** ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចុះ ទូរស័ព្ទ 503-584-2150 (TTY 711)។

**Oroomiffa (Oromo):** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 503-584-2150 (TTY 711).

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 503-584-2150 (TTY 711).

**(Farsi)** توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 503-584-2150 تماس بگیرید.

**Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 503-584-2150 (ATS 711).

**ภาษาไทย (Thai):** ระวัง: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 503-584-2150 (TTY 711).