



Health Plan & Provider Staff Ride to Care Transition Contact Information

We appreciate your patience as you care for our members during the Ride to Care transition. We've experienced higher than anticipated call volumes, which has led to some member transportation service disruptions. *Providers: please consider offering flexibility for missed or late appointments during the transition period.*

Ride to Care has set up a facility line to expedite ride-scheduling calls from high volume transportation scheduling providers—such as hospitals, dialysis centers, and MAT clinics—during the transition period.

Facility Line Phone Number | 503-765-9282

Hours & Staffing

GridWorks IC | 7:00 am – 7:00 pm, Monday - Friday
First Transit | All Other Times

Wait Times

Please know that Facility Line call wait times are currently under two minutes on average. During the first 10 days of the transition, peak call wait times were well above 15 minutes. If you had difficulty using this line before, please consider trying again, as wait times have decreased.

TIP – Peak call volume, and peak wait times, on the facility line are from 3:00 – 5:00 pm. If possible, please avoid calling during these times to limit your time on hold.

Health Plan & Provider Outreach

If you have a concern other than typical ride scheduling, please contact:

Gridworks

Sam Thayer-Osborn, Director of Network Management
971-888-2049
Sam@gridworks-ic.org

Health Share

Stephanie Irby, Member Navigator - Transportation
503-416-2186
stephanie2@healthshareoregon.org (Preferred)

Jeremy Koehler, NEMT Management
503-416-2172
jeremy@healthshareoregon.org