

May 15, 2023

Dear UHA Member,

Umpqua Health Alliance (UHA) would like to inform you that starting July 1, 2023, we have a new Non-Emergent Medical Transportation provider (NEMT). Bay Cities Brokerage (BCB) will now be available for UHA members upon scheduled request.

BCB is there if you need help getting to your appointments. You can contact BCB beginning 06/01/2023. If you need to schedule a ride to a medical appointment for dates after 06/30/2023, please contact them at 877-324-8109 or you can also schedule on-line at <http://bca-ride.com>. UHA Customer Care is available Monday – Friday 8:00 AM – 5:00 PM if you have questions. We can be reached by phone at 541-229-4842. Toll Free: 866-672-1551. TTY: 541-440-6304 or 711. UHA will no longer be using MTM as of 07/01/2023.

Please submit any mileage reimbursements for MTM to MTM by end of day Monday 08/14/2023 to ensure you are paid.

There will be a warm hand off for rides that are already scheduled with MTM to BCB effective 07/01/2023. If you need a ride after 06/30/2023, please contact BCB at:

**BCB Contact Information:**

Toll Free: 1-877-324-8109

**Mailing Address:**

3505 Ocean Blvd SE  
Coos Bay, OR 97420

We have included an updated Member ID card for you with the most current information listed on it including the new NEMT provider. Please remove your card from the bottom of the enclosed document. Please take this with you to all your medical appointments.

Get this information in any language or format for free. All interpretation services are free. Call 541-229-4842 (TTY 711).  
Obtenga esta información de forma gratuita en cualquier idioma o formato. Todos los servicios de interpretación son gratuitos. Llame al 541-229-4842 (TTY 711).