

IOP Resource Sheet

How do I participate in the counselling sessions if I don't have a computer or phone?

- Lifeline Wireless** offers free phones and data plans to those who qualify
 - 1-888-543-3620
 - www.lifewireless.com
- Q link wireless** offers free data plans to those who qualify
 - 1-855-754-6543
 - www.qlinkwireless.com
- Lewiston Public Library** has free wireless and free-to-use computers
 - Located at 200 Lisbon Street
 - Open Mon – Thurs: 10am – 7pm · Fri & Sat: 10am – 5pm · Sunday: Closed
 - You can get a **free library card** at the front desk. Bring your ID or proof of residency
 - You can **book a private room** ahead of time by calling 207-513-3135
 - Private computers are located on the **second floor**
- You can also come directly to the **Central Maine Family Medicine Residency** office at **76 High Street** in **Lewiston** to use wireless and/or a computer for free
 - Open Mon – Fri: 8am – 5pm

*If you have a phone, please set up a voicemail box so we can contact you if necessary

What do I do once I have a phone or access to a computer?

- Go to the App Store
- Download the “Zoom” app and create a free account
- Crooked River Counselling will **email you a zoom link** that allows you to access the counselling session
 - You will **need an email address** to access this link
 - **Gmail** is popular and easy to set up. To create a Gmail account, go to:
<https://accounts.google.com/signup>

What if I miss my appointment and need a refill on my prescription? How do I contact my doctor?

- Call 207-795-2800 and ask to speak to the triage nurse
 - If you call on a **Wednesday**, ask to get a message to Dr. Vinsel or Dr. Slocum
 - If you call on **any other weekday**, ask to get a message to an x-waivered physician
- You can also use the patient portal to send a secure message
 - www.cmhc.org/patients-visitors/patient-portal/



What if I have questions about scheduling or general questions about the program?

- Call 207-795-2823 to speak to the IOP manager

What if I don't have a ride to the doctor's office?

- **Modivcare** offers **free rides** and **mileage reimbursement** for those with MaineCare insurance
 - You **must book at least 48 hours in advance** for routine trips
 - To book online, go to: <https://member.modivcare.com/en/login>
 - To create a new account, select "I'm a new user" and enter the required information
 - You can find instructions for **mileage reimbursement** on trips to clinical appointments at <https://www.mymodivcare.com/members/me> in the "Forms" section at the bottom of the page
 - Prefer to call to book your ride?
 - If in **Androscoggin, Franklin, or Oxford County** call 1-855-608-5180
 - If in **Aroostok, Patten, or Danforth County** call 1-855-608-5174
 - If in **Cumberland County (Brunswick and Harpswell excluded)** call 1-855-608-5178
 - If in **York County, or Brownfield, Denmark, Fryeburg, Hiram, Porter Lovell, Stoneham, Stow, Sweden in Oxford County** call 1-877-659-1302
 - Your call will connect you to a list of automated instructions:
 - Press 1 for English
 - Press 2 if you **have not** been exposed to COVID-19
 - To make a new reservation press 1, to confirm a trip press 2, to cancel a trip press 3, for anything else press 8
 - Enter your phone number
 - Enter your date of birth
 - Enter your zip code
 - Enter the last 4 digits of your member ID
 - Follow remaining instructions to book your ride
 - If you live outside the above regions, you can go to: <https://www.maine.gov/dhhs/sites/maine.gov.dhhs/files/inline-files/Transportation-Documents-Brokers.pdf> to find the number and website for free non-emergency rides in your region

