



## HOME STATE HEALTH PLAN TRANSPORTATION At-A-Glance



### TOLL-FREE NUMBER

- The toll-free number (855-694-4663) is available for use by Home State Health Plan (Home State) members to call to make arrangements for transportation for Home State covered services. When a Home State member, member representative, or Home State provider office calls in to schedule transportation the following information is required:
  - Name, Home State ID #, and date of birth of person(s) being transported
  - Appointment date and time
  - Pick up address and phone number
  - Destination address and phone number (Provider, clinic, and/or facility full name)

### CALL CENTER HOURS OF OPERATION

- Monday-Saturday 8 a.m.-6 p.m. for non-emergent routine appointments
- 24/7 for hospital discharges, trips home from the ER and Urgent trip requests

### URGENT TRIP

- Trip requests that are less than the required days notice will be deemed urgent.
- Urgent calls for immediate transportation which are received after normal working hours, during the night and on weekends, will be answered by a "live person" and transportation will be arranged if an MTM participating transportation provider is available to provide the transportation.

### APPOINTMENT LEAD TIME

- Home State members calling must have a scheduled medical appointment and are encouraged to arrange transportation at least three (3) business days in advance of a non-urgent appointment.

### ROUTINE TRANSPORTATION OPTIONS

- Every effort will be made to use public transportation and will be the a choice if the Home State member lives within 1/2 mile of a bus line and does not have a significant medical condition or disability.
- If the Home State member expresses that either they, or a friend/relative/neighbor, has a car, they will be offered mileage reimbursement. Home State member will need to call the toll free transportation line and setup the trip with the Customer Service Representative after the appointment.
  - Mileage is reimbursed from the member's home address to their medical appointment and back home
  - The current mileage reimbursement rate is \$0.55 per mile
  - The member will submit a signed trip log from the facility verifying that the appointment occurred
  - Once verification has been made, the member will receive reimbursement via a reloadable Master Card debit card
- If public bus or gas reimbursement is not an option, appropriate transportation will be arranged. HOME STATE HEALTH PLAN members will be told which transportation provider will pick them up and the approximate time of pick-up.
  - **Modes of transportation allowed:**
    - **Bus**
    - **Gas reimbursement**
    - **Sedan**
    - **Wheelchair equipped vehicle**
    - **Stretcher Van (requires authorization from Home State Health Plan)**
    - **Ambulance (requires authorization from Home State Health Plan)**

### RETURN TRIP

- When the member is dropped off at their destination point, the driver will give them a card that has the driver's telephone number on it. The driver will tell the member to call when they are ready for their return ride home. *Please note: the member could wait for up to one (1) hour for the return ride home.*
- ***If a driver does not arrive for the pick-up within the hour, the member HAS to call MTM at 855-694-4663 to notify MTM of the delay or no show. At that time, the CSR will contact the dispatcher of the driver and find out the status of the driver. If the driver cannot make it, MTM's CSR will assign another transportation provider to pick the member up and will document this as a transportation provider no show and grievance against the driver.***

### MULTI-LEG TRIPS

Multi-leg trips to Home State covered services ARE allowed. Members must call MTM at 855-694-4663 to schedule additional trip legs. Examples include:

- Trips to the pharmacy immediately following a covered appointment
- Trips for labs/x-rays after receiving doctor's orders
- Trips to transport member and attendant to covered appointments

**TRANSPORTATION OF MINORS**

- Members under the age of 17 will require the presence of a parent/guardian or another adult while being transported. Transportation will not be provided for a child under the age of 17 who is unaccompanied unless they are an emancipated minor

**ADDITIONAL PASSENGERS**

- If the Member is a single caregiver with more than one minor child in his/her care Home State authorizes MTM to transport the additional minor children. Pregnant members of any age shall be allowed to travel alone.

