

HealthPlus Partners, Inc. Transportation Update

Frequently Asked Questions & Answers

I was in the middle of my message and the line cut me off. What happened?

The transportation line did not cut off. It is a voice-activated line and picks up all background noises including conversations, televisions, radios, wind blowing from your car window, and etc. Due to this, it assumes the noises are your voice and continues to record. It will not move to the next prompt until it hears a quiet break when it will assume you finished your response.

I called to schedule transportation and for some reason it was not set up. What happened?

There are a couple reasons for this:

- Your appointment may require a referral and no referral was issued by your doctor.
- The information you left was incomplete or unclear. It is very important to provide a working telephone number so that staff may call you if needed.

I called to schedule transportation for the next day at 3:05 p.m. but my ride was not scheduled.

The cut off for the next day transports is 3 p.m. Staff prepares the lists to route them to the various vendors who need them by 4 p.m. These vendors operate their own business and therefore incorporate HPP transports into their regular schedule for drivers.

I called to schedule transportation on Friday at 2:55 p.m. for my appt. but my ride was not scheduled. When I called, they told me I called Saturday at 2:55 p.m.

The transportation line provides the date and time the call was received, which is captured when retrieving your information. This allows us to make sure we have pulled all calls by 3 p.m. and ensure we did not miss anyone's call.

Also HPP offices are closed on Sat., Sun. and major holidays. Due to this, there is no one at

the office retrieving the information until the next open business day. Special messages are placed on the line as reminders prior to the holiday. The daily message provides information on scheduling for weekends and Mondays.

Why do I need to leave all the information requested?

This is needed in order to schedule transportation. Having your ID number allows us to quickly identify you as a current member. Your phone number allows us to contact you in case there is a problem or clarification is needed.

I called yesterday for a bus pass to go to my doctor today and I didn't get it. What happened?

Mail delivery will not allow bus passes, mileage vouchers, Your Ride passes to arrive at your home in 24 hours. You must make the request 3-5 business days before your appointment. These items are mailed out daily. This allows enough time for the item to get to you and make sure you are ready for your appointment. Passes and mileage vouchers will not be mailed out for an appointment that's on the next day.

Why can't I schedule transportation to go to U of M on the same day?

U of M transports require the vendors to pull one driver off their routes for either an entire day or half a day depending on the appointment. Therefore, these rides along with all other transports must be called in advance of the appointment.

Will HPP really sanction me so I won't receive transportation services?

Yes, the transportation policy discusses sanctions that will be done. In the event that you fall into this category, notification will be sent to you.

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I have multiple appointments. Do I have to call back for each appointment?

You don't have to. Just leave each appointment date and time and each doctors name and address in order when prompted for time of pick-up.

Example:

Q. What is the date and time of your appointment?

Response: 1/10 at 10 a.m.
1/11 at 12 p.m.
1/19 at 2:45 p.m.

Q. What is the doctor name and address?

Response:
Dr. Dismond - One Hurley Plaza, Flint
Dr. Shukiary – 1303 S. Linden Rd., Flint
Quest Diagnostics – 3273 Davison Rd., Lapeer

Why do I need to leave the address of my doctor?

Many doctors have multiple locations and see patients in different offices on certain days. This will help us make sure you arrive at the correct office location. The example above lists two providers with multiple locations. Without the right address, arrangements could be made for the wrong location.

I called the cab company to set up transportation but did not get my ride.

All rides covered through HPP must be arranged through HPP transportation. If you contact the cab company and schedule your own ride, you will be responsible for that bill.

I called the cab company to verify my ride, but I was not on their list.

HPP uses various vendors. Therefore, you may not have the same vendor each ride.

Can I call the cab company myself and request a specific driver?

No. Each vendor has different staffing assignments and will assign staff based upon their business needs.

I need to stop at the pharmacy after my doctor appointment but the driver won't take me.

Pharmacy stops must be scheduled at the time of your transportation request. Pharmacy stops will only be made to pharmacies like Rite Aid and Walgreens, not Meijers, VGs or any pharmacy located in a grocery store.

