

**HealthPlus Partners, Inc.**  
**Frequently Asked Transportation Questions**

**Can I call to set up transportation at any time?**

Yes. You can set up transportation any time of the day, 24 hours per day, 7 days per week. This includes weekends, evenings, and holidays.

**Why do I need to call 24 hours before my appointment to set up transportation?**

This is needed to make sure a cab will be available to get you to your appointment on time. Our vendor sets up many rides and this makes you're your appointment is scheduled.

**What if I need to set up a ride on the same day as my appointment?**

HPP makes every effort to get you to your appointment when necessary. Same day requests are reserved for **urgent** cases. Examples of urgent appointments are:

1. You or your child are sick and need to go to the doctor today,
2. Your doctor has called and asked you to come in today

**Note:** All same day requests will be verified with your doctor.

If you have an emergency, please call 911 and go to the nearest emergency room right away.

**Why do I need to leave all the information requested?**

This is needed in order to schedule transportation. Having your ID number

helps 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.

**I have multiple appointments can I set up all rides at the same time?**

Yes. You can set up rides for as many appointments that you may have that

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are covered by HPP. You don't have to wait until right before your appointment. Call as soon as you know about it.

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

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

**Question: What is the doctor's name and address?**

**Response:**

Dr. Moreno – Two Hurley Plaza, Flint

Dr. Moreno – 102 N. Adelaide St.,  
Fenton

Dr. Moreno – 2313 E. Hill Rd., Grand  
Blanc

**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 a 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 utilizes STAT EMS as a vendor who may have set up your ride with a different vendor than you had before. Therefore, you may not have the same

vendor each ride.

**Can I request a specific driver?**

No. Each vendor has different staffing assignments and will assign staff based upon their business needs. Your ride may also be set up with a different vendor than before.

**I need to stop at the pharmacy after my doctor appointment, can the driver stop?**

In general we ask that you let us know that you need to go to the pharmacy when you set up your ride.

HPP knows that sometimes you may not know that your doctor will give you a new prescription during your appointment. When this occurs, please tell the driver so they can take you before you get home.

Pharmacy stops will only be made to pharmacies like Rite Aid, Walgreens and etc. not Meijer's, VGs or any pharmacy located in a grocery store.

**Can I use a mileage voucher and be reimbursed for taking myself or my children to the doctor?**

No. HPP does not reimburse members to drive themselves to the doctor. If you use a mileage voucher, HPP will reimburse the driver by sending the check directly to them once it is submitted for payment.

**Where do I send my mileage voucher once it is completed?**

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All mileage vouchers should be sent directly to STAT EMS at the address below:

STAT EMS  
520 W. Third St.  
Flint, MI 48503

They will process your mileage voucher and send payment to your driver.

**I called to set up a ride and was told that I could not have a cab ride, why?**

One of two things could have happened:

1. You are on the bus route and eligible for bus passes **or**
2. You are not eligible for cab rides.

Cab rides are reserved for seniors, , blind and disabled , and special needs members.

A **special need** is a medical reason in which it would not be good for you to take the bus. In these cases, all you need is a note from your doctor sent to STAT EMS stating that there is a medical reason for you to take a cab instead of the bus. We will keep that note on file for 6 months. At the end of that time, you will need to update your note.

***You do not have to get a new note for each visit. Your note is good for 6 months.***

**Can I get a bus pass to go to the Social Security Office or to see my Case Worker?**

No. The transportation program is set up to make sure you get to your doctor appointments covered by HPP. If you

need a ride to go to other places, you should contact your caseworker for assistance.

**I heard about meals and lodging benefits are these available to me?**

Meals and lodging is a benefit for all HPP members under the following conditions:

1. If your child is hospitalized outside of the county and you would like to visit your child, HPP will cover one parent or guardian to stay at the local Ronald McDonald House and provide meal tickets for that time.
2. If your spouse or significant other is hospitalized outside of the county and you would like to visit, HPP will cover one spouse or significant other to stay and have meals.

STAT EMS will arrange these services for short periods of time. Just call in advance when needed.

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Phone and TDD: 1-888-676-1783

Fax: 1-810-244-3039

Website scheduling: [www.statems.com](http://www.statems.com)

