

HealthPlus Partners, Inc. Transportation Update

HealthPlus Partners, Inc. (HPP) provides transportation for non-emergent medical services. This service is available to members who do not have transportation available to get to their medical appointments.

This document will provide you with valuable information to assist you in accessing transportation services through HPP. Please read this information carefully.

A "Frequently Asked Questions" section is attached.

If you have any questions, please contact the HealthPlus Partners Customer Service Department at 1-800-332-9161 or the telephonic device for the deaf (TDD) 1-800-992-5070. You can ask for HealthPlus Partners Transportation.

Transportation services include cab service, bus passes, Your Ride passes, and mileage vouchers.

- Cab services are used for members who are blind and disabled, seniors, and special needs. Cabs are also used in areas where public transportation is not available and mileage vouchers are not possible.
- Bus passes are for all eligible members who live in counties where public transportation is available.
- Your Ride passes are for members with disabilities. This service is managed by the county. Documentation of your disability is required.
- Mileage vouchers are used as another option for transportation. You may request this form from STAT EMS.

Setting up Transportation

It's very simple. All you have to do is call 1-888-676-1783 24 hours, 7 days per week. Remember, you **must** provide all the required information. You will then speak to a live representative. You may schedule multiple appointments at one time. You do not have to wait to call. You can call to schedule your ride as soon as you know of your appointment.

All calls are recorded and maintained for auditing purposes.

When requesting any form of transportation, you must leave all the information. This includes the doctor's name, address, date, and time of your appointment.

Transportation requests should be made in the name of the person who has the appointment. For example a parent calling for a child should make the request in the child's name and ID number, not the parent's.

You will be asked for a phone number where you may be reached. There may be issues with the cab company that's scheduled to pick you up or problems with roads. Without this, HPP may not be able to assist you properly.

You must allow 3-5 business days for bus passes, mileage vouchers, and Your Ride passes to be mailed to your home. This will ensure that you receive them prior to your appointment.

Bus Passes

If you are not considered blind and/or disabled or a senior, bus passes will automatically be sent to you (**except those members that are not on a bus route**).

If you need cab service, and are not blind and/or disabled or a senior, your doctor must complete a form stating your medical special needs.

Please allow 3-5 business days prior to your appointment for the mailing of bus passes.

Mileage Voucher Processing

Mileage vouchers are processed each month. Payments are made to the person driving the member to his/her appointment. The driver cannot be someone living in the same household as the member.

The driver **must** provide his/her actual street address, not a P.O. Box for payment.

Mileage is only paid from the member's address to the doctor's office and the return trip. It will not be paid from the driver's address. Mileage is verified prior to authorizing payment.

**HealthPlus Partners, Inc.
Transportation Update**

Mileage vouchers will be processed by STAT EMS. **Checks will be sent directly to the driver.**

No Show and Sanctions

The program does include a no show policy that allows HPP to impose sanctions on transportation services. Members who reach three (3) no shows within a three-month time period will be sanctioned all the way through discontinuation of transportation services. No shows are considered any of the following:

1. Member scheduled a ride and the driver arrived, but the member did not take the ride.
2. Member scheduled a ride but did not cancel the ride 2 hours prior to the appointment to allow us to cancel the ride.

Sanction Process

- **First no show:** you will receive a letter from HPP that includes a copy of the policy
- **Second no show:** you will receive notice that you may lose your transportation benefit
- **Third no show:** if you were receiving cab service, you will receive notice that you are no longer eligible for cab service. Your options for transportation are now only bus passes or mileage vouchers, or
 - If you are receiving bus passes, you are no longer eligible for bus passes. Your options are now mileage vouchers or you may no longer receive transportation services depending on the severity of the issue.

Initial sanctions will be enforced for 3 months, transportation privileges will then be re-established. Should no shows begin to occur again, sanction will again be enforced but for 6 months. Repeated actions will result in discontinued services for 1 year and/or potential disenrollment request to the Michigan Department of Community Health.

Fraud and Abuse Audits

Audits of services are done monthly. If fraud and/or abuse are identified, your ability to receive transportation services will be **discontinued.**

STAT EMS will routinely contact providers to confirm scheduled appointments. If your appointment is not verified, this is considered fraud and abuse.

All fraud and abuse cases are reported to HealthPlus Compliance Department, the Michigan Department of Community Health (MDCH), Medicaid Program Integrity Department, and the Office of the Inspector General Fraud and Abuse Department as fraud in the use of Medicaid benefits and services. A request for disenrollment will also be made to MDCH.

