

## 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. Many components of the program have changed. All changes are effective May 1, 2008.

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 on the transportation line.

### **Setting up Transportation**

It's very simple. All you have to do is call 1-800-345-9956 and press option 5. From that point, the system will prompt you through the remaining portion of the call. Remember, you **must** leave all the required information.

Please speak clearly and slowly (normal conversation speed). This ensures that HPP staff is able to understand the information you leave.

**All calls are recorded and maintained on the system, which provides the date and time of your call.**

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#, not the parent.

The transportation line asks you to leave a phone number where you may be reached. There may be issues with the cab company that's scheduled to pick you up or, your message was unclear. 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.

For those members eligible for cab service, rides **must** be called in no later than 3 p.m. 24 hours prior to your appointment.

### **Bus Passes**

If you are not considered blind and 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, 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.

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### **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.

Mileage vouchers received by the 10th of the month will be processed by the 25<sup>th</sup> of the month. All others will fall on the next month's payment cycle. **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 HPP to cancel the drive.

### **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
  - i. 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.**

Staff routinely contacts 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 for request of disenrollment, the Michigan Department of Community Health (MDCH) Program Investigation Department, and the Office of the Inspector General Fraud and Abuse Department as fraud in the use of Medicaid benefits and services.

