

HealthPlus Partners **Transportation**

Call our transportation line if you are in need of transportation to your medical appointments. HealthPlus provides transportation to and from any services covered by HealthPlus Partners including your re-determination visit with your caseworker if needed. You may call to schedule transportation services anytime 24 hours 7 days a week including weekends and holidays toll free at 888-676-1783. When you call to schedule transportation you will be asked the following questions:

- What is your first and last name?
- What is your HealthPlus Partners ID?
- What is your home address for pick up?
- What is your telephone number?
- What is the date and time of the appointment?
- What is the name of the doctor you are seeing?
- What is this doctor's office address and phone number?

Language Interpretation Services

If you need a language or deaf interpreter to go to your doctor's appointment, call HealthPlus Partners Transportation at 888-676-1783, TDD/TTY 888-437-3711 at least 3 business days prior to your appointment and they will make the needed arrangements. This allows us to help set up the service so you are ready for your doctor's appointment.

Meals and Lodging

Meals and Lodging are provided when there is an overnight stay at a hospital for a HealthPlus Partners member that is 50 miles or more away from your

home with some exceptions for less than 50 miles.

This benefit is provided to one (1) parent or guardian of a minor child or one (1) spouse or significant other of an adult for short term assistance.

These services should be scheduled in advance. Contact HealthPlus Partners Transportation to request these services.

Guidelines

1. You must call us toll-free at 888-676-1783, TDD/TTY 888-437-3711 to request services.
2. Requests for bus passes and mileage reimbursement vouchers must be called in 3 to 5 business days before your scheduled appointment.
3. Requests for cab service, if available in your county, should be called in 3 to 5 business days before your scheduled appointment. Cab services are for members with special needs, for senior citizens or in special situations. All requests, including urgent requests, will be verified with your doctor.
4. Requests for meals & lodging should be scheduled at least 3 business days in advance through HealthPlus Partners Transportation to allow time to complete the needed arrangements.

Cancellations

If you need to cancel a scheduled cab ride, you must call HealthPlus Partners Transportation two hours before your appointment. If you don't, the ride will be considered a "no show."



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