

# MEDICA PROVIDE-A-RIDE<sup>SM</sup> GUIDE

FOR MEDICA DUAL SOLUTION<sup>®</sup> (MSHO) (HMO SNP)

If you do not have access to transportation, Medica will help you get to and from health care visits. This guide tells you about your benefits and covered services and how to schedule transportation.



## WHAT DO I NEED TO KNOW?

### Pick-Ups

- Pick-up locations can only be at your home, school, work or a shelter.
- Pick-up time is at least 45 minutes before your appointment.
- The driver will wait 5 minutes at the pick-up location.
- The driver will give you a return slip with the phone number to call for your return ride.

### Returns

- Call the number on your return slip when your visit is done. Identify yourself as a Medica member and let the driver know where you'll be waiting.
- The driver will wait 5 minutes at the return ride location.
- Return rides may take up to 60 minutes or longer to arrive, depending on traffic and weather.

### Where Can I Go?

You can go to these types of visits:

- Medical
- Dental
- Mental Health
- Chemical Dependency
- Pharmacy
- Durable Medical Equipment
- SilverSneakers<sup>®</sup>

For eligible members, you can go to locations approved through your **Elderly Waiver benefit**.

**In an emergency that needs care right away, call 911 or go to the nearest emergency room.**

### How Do I Set Up Transportation?

- Call Member Services at the number on the back page at least five days before your appointment.
- Have your information ready:
  - » Medica ID number or Social Security number
  - » Date of birth
  - » Doctor or clinic's full name and address
  - » For Elderly Waiver Services, the name and address of the location

### Scheduling Rides When Medica is Closed

Only rides to urgent care or the emergency room are available. Call HealthAdvocate<sup>SM</sup> NurseLine<sup>TM</sup> at **1-866-715-0915** (toll free) TTY: **711**. They're open 24 hours a day, seven days a week. After-hour rides may not be available in all areas or at all times.

### Reasons Transportation May Be Denied

- Your appointment was to a place or for a not covered service
- You didn't have the full name and address of the location
- You didn't have a referral when it's required
- Your coverage isn't active
- You didn't call five days in advance
- The location is more than the State's distance limit for a ride\*
- You have access to a working vehicle

## TYPES OF TRANSPORTATION



**Public transportation** is provided to members who live on a bus line. A monthly bus pass may be available.



**Taxi or volunteer drivers** are provided for members who do not live on a bus line.



**Special Transportation** is available for qualified members who cannot safely use a bus, cab or volunteer driver program due to a physical or mental impairment.



**Urgent Care and Emergency Room visits** will be confirmed with HealthAdvocate<sup>SM</sup> NurseLine<sup>TM</sup> to make sure that your need is urgent.

**Please know that abusive behavior – use of profanity, not showing up and other misuses – may result in a warning and change in transportation.**

**\*Medica is not required to provide transportation to your primary care clinic if it is over 30 miles from your home or if you choose a specialty provider that is more than 60 miles from your home.**

## CONTACT US

### Medica Member Services

8 a.m. to 8 p.m. Central, seven days a week. Access to a representative is limited evenings, weekends and holidays during certain times of the year.

Phone: **1-888-347-3630** (toll free) TTY: **711**

Local Metro Minneapolis: **952-992-2580**

To cancel or change transportation, call Medica Member Services as soon as possible. During non-business hours, you must call the transportation company to cancel transportation.

## MEDICA<sup>®</sup>

Medica DUAL Solution<sup>®</sup> is a health plan that contracts with both Medicare and the Minnesota Medical Assistance (Medicaid) program to provide covered services of both programs to enrollees. Enrollment in Medica DUAL Solution depends on contract renewal.

The SilverSneakers<sup>®</sup> fitness program is provided by Tivity Health, an independent company. Tivity Health and SilverSneakers are registered trademarks or trademarks of Tivity Health, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries.

HealthAdvocate<sup>SM</sup> is a service mark of Health Advocate, Inc. NurseLine<sup>TM</sup> is a trademark of Health Advocate, Inc.

© 2019 Medica. Medica<sup>®</sup> and Medica DUAL Solution<sup>®</sup> are registered service marks of Medica Health Plans. Provide-A-Ride<sup>SM</sup> is a service mark of Medica Health Plans. "Medica" refers to the family of health services companies that includes Medica Health Plans, Medica Health Plans of Wisconsin, Medica Insurance Company, Medica Self-Insured, MMSI, Inc. d/b/a Medica Health Plan Solutions, Medica Health Management, LLC and the Medica Foundation.

SPP54084-500519A-2