

## Member rights



As an Anthem member, you have the right to:

- Get information you understand. Let us know if you have questions or need a translator.
- Get to your appointments safely and on time. Drivers will do their best to pick you up and drop you off within the window provided. Drivers may ask to pick you up early.
- Be treated fairly and without discrimination.
- If you have a complaint about your experience with Anthem Transportation Services, call Member Services toll free at **866-408-6131** (Hoosier Healthwise, Healthy Indiana Plan); **844-284-1797** (Hoosier Care Connect); **833-412-4405** (Indiana PathWays for Aging); **TTY 711** and request to file a grievance.
- **Emergencies:** If during a ride, you feel a driver is breaking the law in any way or your safety is in immediate danger, call **911**. This includes things like drunk or reckless driving, sexual misconduct, etc. Once you reach your destination safely, call Anthem Transportation Services to report what happened.

## Complaints about riders



Drivers may also file a complaint about riders. This could include no-shows, pickup and wait times, or unsafe or abusive conduct. Unsafe conduct is anything that creates the potential for injury or another risk to a rider, the driver, or other people. Abusive conduct is any disruptive or intrusive act toward any rider, driver, office staff, or other people. Any of these could result in corrective action, including limits on using transportation services.



### Contact information

If you have any questions, please call Anthem Transportation Services at **844-772-6632** (TTY **888-238-9816**).

Serving Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging

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# Rider handbook

## Nonemergency transportation — at your service



## Trouble getting to the doctor should never stand between you and your health.

Anthem Transportation Services can help you find out what transportation options are available in your area. You may be able to use public transportation, have a pickup and drop-off service, or your friends and family might be eligible to be reimbursed for driving you.

If your trip is along a public transportation route, Anthem Transportation Services will provide you with a ticket or bus pass. If you can't use public transportation for health reasons, you and your doctor will need to complete a Public Transportation Restriction form to be excused. This form can be found at [welltransnemt.com/members](https://www.welltransnemt.com/members).

Mileage reimbursement to and from appointments is available for members driving themselves, or for a friend or family member providing rides. To be eligible for mileage reimbursement, drivers need to fill out and send in a gas reimbursement application. This form can also be found at [welltransnemt.com/members](https://www.welltransnemt.com/members). The transportation broker will contact the driver about reimbursement for gas mileage. Whether you use public transportation or mileage reimbursement, call Anthem Transportation Services to get your trip ID.

**844-772-6632 (TTY 888-238-9816)**



# Here are things to keep in mind when using our services:



## Member responsibilities

### Booking rides

You can book a ride as early as 30 days ahead of your appointment (90 days for standing orders) to set up a ride. **All rides must be set up at least two full business days in advance.** You can also set up multiple rides during one call. Mileage reimbursement for yourself, family and friends, and public transportation are also options. When you call Anthem Transportation Services, you'll need to let us know:

- Your name, member ID number located on your member ID card, birthdate, and phone number.
- The date and time of your appointment.
- The name of the office and doctor you are seeing.
- The address and phone number where you're going.
- About any extra help you need. Do you use a walker or wheelchair? Will you be bringing a portable oxygen unit? Do you need help getting into or out of the provider office? If so, let the representative know.
- About bringing an escort or a service animal with you, if there is a medical need for one. This needs to be arranged at the time rides are first requested. The escort must be present at the pickup point and remain with you throughout the trip.
- If you think you'll need to stop at the pharmacy to pick up a prescription after your appointment, please note that any personal items must fit in your lap or the space by your feet. Larger packages and groceries aren't allowed.

An adult must accompany all minor members under age 16, unless the member is an emancipated minor, a married minor, or a person age 14 or older under certain circumstances. Sixteen- to 17-year-old minors may ride alone.

Same-day transportation is available for urgent needs for things like:

- Dialysis
- Chemotherapy or radiation
- Wound care
- Follow-up visits within two days after being discharged from the hospital
- High-risk pregnancy
- Critical care or physician-ordered care

You can call 24/7 for:

- Admission or discharge from a hospital
- Discharge from a nursing facility
- Problems with pickup



### Pickup times

- Be ready at the earliest time within the window provided for your scheduled pickup time. Drivers are only allowed to wait **15 minutes** for a pickup. After 15 minutes, you are considered a "no-show" for your ride and it will be cancelled.
- Your driver may also be driving other people. If the vehicle is loaded with other riders, you should not have to travel more than 45 minutes longer than if you had traveled directly.
- If you use "will call" to schedule a ride after your visit, your driver will pick you up within one hour after your call.
  - Be sure to call Anthem Transportation Services at **844-772-6632 (TTY 888-238-9816)** as soon as your appointment has ended to request a ride home.
- Sometimes, rides may be delayed. Traffic, severe weather, or other unexpected conditions may cause delays in pickup and drop-off times.

### Cancellations

If your plans change, call Anthem Transportation Services as soon as possible to let the driver know.

### Ride safety

For your safety, riders need to follow state and local laws. This includes wearing seat belts and ensuring minor children are properly secured. Adults are responsible for providing the child's safety seat. If the driver has other safety concerns, they may have signs posted. If so, please take a moment to read them. Smoking, vaping, eating, or drinking aren't allowed during the ride.

### Respect

You have the right to be treated with respect during your ride. Please treat your driver and other riders with the same respect during your trip. If you bring a caregiver or family member with you, please be sure they are respectful during your ride.

If you hurt or speak disrespectfully to another rider, don't obey the driver's instructions, or if you break any rules, you may not be able to get rides in the future.

