

- Please follow the rules below to help you with transportation:
 - Help is only for our covered services.
 - We must use the least costly way to help meet member's transportation needs.
 - Appointments can be called in as soon as they are scheduled.
 - Call us at least **three business days** before your appointment if you need reimbursement only.
 - Call us at least **five business days** before your appointment if you need a ride (bus, taxi, driver).
 - **Urgent** visits may qualify for **reimbursement only** and do not need a three-business-day notice.
 - You will receive a form in the mail. Bring this form with you to your appointment. Forms need to be stamped or signed by the office.
 - Mileage amounts will be on the form and are from the member's home address to the appointment and back to member's home address.
 - Send **ORIGINAL** forms in to us no later than 30 days after you are seen. **DO NOT FAX.**
 - Include all **ORIGINAL** itemized receipts with the form. Itemized meal receipts are paid for days of appointments **ONLY**. We are unable to reimburse items bought with bridge cards.
 - **DO NOT** change or copy the form. If your visit changes call us right away before you are seen. Only changes to the form approved by us before your visit are allowed.
- Only one roundtrip mileage form or driver is allowed per household per day. Exceptions may be allowed. You are able to use any walk-in clinic or emergency room (ER) that you choose but we will only be able to reimburse mileage from your home address to the closest walk-in clinic/ER to you. Exceptions may be allowed. Notify us within five business days of any walk-in clinic/ER or inpatient visits to be reimbursed.

You can choose any primary care provider (PCP) in the Upper Peninsula that is a participating provider, but we only reimburse a total of 80 miles roundtrip unless otherwise pre-approved. We cannot provide a driver if your PCP is over the 80 mile limit. Exceptions may be allowed.

- Drivers need to reach you before your appointment, so all travel arrangements can be reviewed. Please note, drivers are volunteers and not our employees. If a driver cannot reach you before your appointment they will not be able to transport you. A parent or guardian will need to go with any members under 18 years of age. Do not call drivers before the ride is set up. All drivers are to be treated with respect. Drivers will not take you shopping or on errands. Drivers will not be able to loan you any money for food or hotel costs. Drivers will not lift any items (such as wheelchairs or strollers). If you are using drugs or alcohol or your actions are a safety concern for the driver, they may refuse to transport you. This includes carrying a concealed weapon, or wanting to transport drugs or alcohol in the driver's vehicle.

Following these rules will ensure your request can be processed. If you have any questions, please call us at 1-800-835-2556 and ask for the Transportation Department.

Thank you for your help!