

Transportation Rules

UPHP's Transportation Department will arrange medical transportation. Appointments must be for UPHP-covered services with a network provider or with an approved out of network provider. UPHP must use the least costly means to meet members' needs. You may request a ride or reimbursement for an appointment, but not both. If you have questions, call the UPHP Transportation Department at 1-800-835-2556.

To request reimbursement:

- Call UPHP at 1-800-835-2556 to request reimbursement or submit an online form at <https://www.uphp.com/onlinetransportation/> if you need help getting to an appointment.
- Members will receive a form in the mail. This form must be signed or stamped by the doctor's office or pharmacy. Mileage is calculated from the member's home address.
- Mail or drop off your signed or stamped original form and any itemized receipts to UPHP no later than 30 days from the date of appointment. Do not fax. UPHP may not pay for items bought with bridge cards.
- UPHP must be called if there is any change in appointments.
- A member may go to any emergency department, walk-in, or urgent care clinic, but UPHP will base mileage on the nearest facility. Exceptions may be allowed.
- A member may go to any network provider, but UPHP will only pay up to 80 miles roundtrip unless approved by UPHP. Exceptions may be allowed.

To request a ride:

- Call UPHP at 1-800-835-2556 with your request. Members may not contact drivers directly for rides.
- Call UPHP at least five days before the appointment so we may find a driver. For urgent appointments, UPHP will try to find a ride and at a minimum will offer reimbursement.
- A driver will call the member before their appointment. If a driver cannot reach the member, they will not be able to transport him/her.
- Drivers will receive a form in the mail which must be signed or stamped by the member's doctor's office or pharmacy. Mileage is calculated from the driver's home address.
- Call UPHP if there is any change in appointments.
- A parent or guardian must travel with members under 18 years of age.
- UPHP will arrange transportation for members with special needs.
- All drivers must be treated with respect. Drivers may not take members shopping or on errands, they may not loan money, or lift any items.
- If members are using drugs, alcohol, or carrying a weapon, or if the driver is concerned for his/her safety, the driver may refuse to drive.