

The Upper Peninsula Health Plan (UPHP) provides non-emergent, medical transportation (NEMT) to medically necessary, covered services for UPHP members. UPHP provides NEMT via mileage reimbursement or transportation. Mileage reimbursement is available for members who have a vehicle, or a friend, family member or neighbor willing to transport them. Transportation is available for members who do not have a vehicle or someone to transport them. Follow the instructions below to request reimbursement or transportation. If you have any questions, please call the UPHP Transportation Department at 1-800-835-2556.

## TO REQUEST MILEAGE REIMBURSEMENT:

- Complete a UPHP Mileage Reimbursement Request form. Forms are available online at <https://www.uphp.com/transportation/> or via mail by contacting the UPHP Transportation department at 1-800-835-2556.
- If a friend or family member is the driver, include their information in the Driver Information section to receive payment.
  - All friends, family members or neighbors offering transport must complete an NEMT Attestation before UPHP can process payment. An NEMT attestation will be mailed with a self-addressed stamped envelope to the friend, family member or neighbor.
- Obtain proof of appointment from the provider office. UPHP will accept a signed or stamped mileage reimbursement form or office note. Documentation is required for reimbursement. Original, dated bridge toll or parking receipts must be included with the form to receive reimbursement.
- Submit forms and documentation within 90 days from the date of the appointment to UPHP online at <https://www.uphp.com/transportation/> or mail to UPHP at 853 West Washington Street, Marquette, MI 49855.
- UPHP will process your form within 30 days of receipt.
- View the status of your reimbursement anytime on the UPHP Assist portal at <https://assist.uphp.com>

## Please note:

- You may go to any network provider, but UPHP will only pay up to 80 miles roundtrip for routine care when its available in your community.
- Mileage is calculated from the member's home address to the appointment using Google Maps.
- UPHP reimburses at the Michigan Department of Health and Human Services (MDHHS) NEMT fee schedule. Rates are subject to change without notice. You can access the fee schedule here: [Non-Emergency Medical Transportation \(michigan.gov\)](#)

## TO REQUEST A TRANSPORT:

- Enter your request at <https://www.uphp.com/transportation/> at least five days prior to appointment or call UPHP Transportation at 1-800-835-2556. UPHP will facilitate transports by bus, cab, or volunteer driver. Please call for any urgent requests. For all urgent requests, UPHP will attempt to find a transport, but at a minimum will offer mileage reimbursement.
- Submit a medical need form to UPHP if needed to support specialized transportation.
- UPHP will contact you to notify you of your transport and transport details.
  - If transport is facilitated by volunteer driver, the volunteer driver will contact you prior to appointment to arrange a pickup time.
  - If transport is facilitated by volunteer driver, they will receive a form in the mail which must be signed or stamped by the provider's office or pharmacy.
- Call UPHP immediately if there is any change in your appointment date and time.

**Please note:**

- You may not contact volunteer drivers, bus or cabs directly without prior approval from UPHP.
  - If a driver cancels due to weather conditions, UPHP will not find another driver.
  - 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 you are using drugs, alcohol, or carrying a weapon, or if the driver is concerned for his/her safety, the driver may refuse to drive in the future.
  - A parent or guardian must travel with members under 18 years of age.
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**TO REQUEST MEAL AND LODGING REIMBURSEMENT:**

UPHP helps members with meals and lodging for appointments over 200 miles one way or 400 miles round trip. Members may access this benefit using one of two options:

**OPTION 1:** Request reimbursement by submitting a UPHP Mileage Reimbursement form for meals and lodging with original, dated, and itemized receipts following the mileage reimbursement process outlined above.

**Please note:**

- UPHP cannot reimburse meals purchased on a bridge or meal assistance card.
- Lodging receipts must confirm your stay and paid amount. If you've made reservations through a third party booking site, be sure to include this with your lodging receipt.
- UPHP reimburses at the Michigan Department of Health and Human Services (MDHHS) NEMT fee schedule. Rates are subject to change without notice. You can access the fee schedule here: [Non-Emergency Medical Transportation \(michigan.gov\)](https://www.uphp.com/transportation/)

**OPTION 2:** Call UPHP Transportation Department prior to appointment(s). UPHP Transportation will assist with setting up lodging and meals with select partner hotels and hospitality programs throughout Michigan and Wisconsin. This option can help reduce cost and copayment for lodging and meals.

**Please note:**

- A credit card or cash deposit may be required for room incidentals at the time of check in.
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Exceptions may be made based on medical necessity. UPHP reserves the right to deny or reduce reimbursement on sanction screening UPHP network rule requirements are not met. Please visit <https://www.uphp.com/transportation/> for additional information and or call UPHP Transportation at 1-800-835-2556 (TTY: 771) Monday through Friday 8 a.m. to 5 p.m. Eastern Time.

Upper Peninsula Health Plan (UPHP) MI Health Link (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees. If you have questions, you can contact your Care Coordinator or call UPHP Customer Service at 1-877-349-9324 (TTY: 711), Monday through Friday from 8 a.m. to 9 p.m. Eastern Time. The call is free.

**You can get this document free of charge in other formats, such as large print, braille, or audio call 1-877-349-9324 (TTY: 711) Monday through Friday from 8 a.m. to 9 p.m. Eastern Time. The call is free.**