

> Non-Emergency Transportation FAQs

HOW DOES THE MEMBER SCHEDULE TRANSPORTATION?

MeridianHealth (Meridian) offers non-emergency transportation for our members. Members, providers, parents/guardians, authorized representatives or Case Managers/Care Coordinators may contact Meridian transportation directly at **866-796-1165** to coordinate transportation. If they require additional assistance, they may contact Meridian Member Services at **866-606-3700**. Meridian has Spanish-speaking staff to assist Spanish-speaking members as well as access to translation services for assistance in other languages. Transportation by taxi/sedan requires notification at least **three business days in advance**. All transportation reservations can be made between 8 a.m. and 6 p.m.

WHERE CAN MERIDIAN TRANSPORTATION TAKE THE MEMBER?

Meridian will coordinate transportation to members for any service that is covered by Meridian including:

- > Medical appointments
- > Durable medical equipment providers
- > Pharmacies to pick up prescriptions
- > Women, Infants & Children (WIC) offices
- > Dental appointments
- > Mental health and substance use appointments

WHAT INFORMATION IS NEEDED TO SCHEDULE TRANSPORTATION?

- > Member's Meridian ID number
- > Member's first and last name
- > Member's address and phone number
- > Provider's name, address, phone number, specialty
- > Appointment time and requested return time
- > Is anyone riding with the member and what is his/her age?
- > If member is in a wheelchair, what is the combined weight of the person and the wheelchair?
- > Can the member walk to and from the car?

Members 16 years of age and older can ride alone.

WHAT OTHER TRANSPORTATION OPTIONS ARE THERE?

- > **Gas Mileage Reimbursement:** The driver will be reimbursed per mile. Members may schedule mileage reimbursement up to 30 days ahead of time and no later than the day of the appointment
- > **Bus Tickets:** If the member resides near a bus route or chooses to travel by bus, bus tickets will be sent to the member. If the member is unable to travel by bus, the member may request a Level of Needs form to be sent to their provider. Once the form is received, the member is eligible for taxi/sedan service

WHAT IF THE PATIENT NEEDS TO USE TRANSPORTATION BEFORE THE THREE DAY NOTICE?

Overrides will only be made in certain circumstances, such as the member being discharged from the hospital or scheduled to attend a post-discharge follow-up appointment. Other situations that warrant an override are dialysis or chemotherapy.