

Attention:

If you want free help translating this information, call HealthPartners at 952-967-7998 or 1-866-885-8880.

ملاحظة: إذا أردت مساعدة مجانية لترجمة هذه الوثيقة، اتصل على الرقم 952-967-7029 أو 1-888-820-4285.

កំណត់សំគាល់ ។ បើអ្នកត្រូវការជំនួយក្នុងការបកប្រែឯកសារនេះដោយឥតគិតថ្លៃ សូមហៅតាមលេខ 952-967-7029 ឬ 1-888-820-4285 ។

Pažnja. Ako vam treba besplatna pomoć za tumačenje ovog dokumenta, nazovite 952-967-7029 ili 1-888-820-4285.

Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntauv no pub dawb, ces hu rau 952-967-7029 los sis 1-888-820-4285.

ໂປຣດຊາບ. ຖ້າທ່ານ ທ່ານ ຕ້ອງການການຊ່ວຍເຫຼືອໃນການແປເອກະສານນີ້ພໍລີ, ຈົ່ງໂທໂປທີ 952-967-7029 ຫຼື 1-888-820-4285.

Hubachiisa. Dokumentiin kun bilisa akka siif hiikamu gargaarsa hoo feete, lakkoobsi bilbiltu 952-967-7029 ykn 1-888-820-4285.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по телефону 952-967-7029 или 1-888-820-4285.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, wac 952-967-7029 ama 1-888-820-4285.

Atención. Si desea recibir asistencia gratuita para interpretar este documento, llame al 952-967-7029 o al 1-888-820-4285.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số 952-967-7029 hoặc 1-888-820-4285.

LB2-0005 (3-13)

This information is available in other forms to people with disabilities by calling 952-967-7998 (voice) or 1-866-885-8880 (toll free voice), 952-883-6060 (TTY), 1-800-443-0156 (toll free TTY), 711, or through the Minnesota Relay direct access numbers at 1-800-627-3529 (TTY, Voice, ASCII, Hearing Carry Over), or 1-877-627-3848 (Speech-to-Speech).

MSHO 2013 LB
H2422_66542 3/20/2013

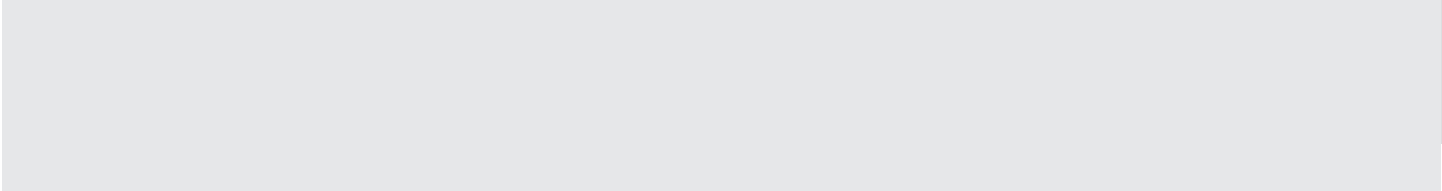
HealthPartners is an HMO SNP plan with Medicare Contract and a contract with the Minnesota Medical Assistance (Medicaid) Program. Enrollment in HealthPartners depends on contract renewal.



8170 33rd Ave S
Bloomington MN, 55425
healthpartners.com



RideCareSM Program



RideCare

If you're a HealthPartners member on Medical Assistance or Minnesota Senior Health Options, you can use the RideCare service when you need transportation to medical or dental appointments.

For RideCare information or service, call 952-883-7400 or toll-free 1-888-288-1439.

RideCare will check to see if you're eligible to use this service. Bus passes will be sent if you're eligible. The bus pass lets you ride free to your appointment and back home again. Car and shuttle transportation is only for members who are unable to travel by bus for medical or mental health reasons, or do not live within 3/4 mile of a bus line.

Who can use HealthPartners RideCare?

You can use RideCare service if:

- You're a HealthPartners member on Medical Assistance or Minnesota Senior Health Options
- You have an appointment with a health care provider in your plan's network, or with a provider referred by your doctor
- None of your family or friends are available to take you to your appointment

What places can I get to with RideCare?

RideCare will arrange for bus passes (or if medically necessary, car or shuttle) to places that provide health care, including:

- Your clinic for physical exams, prenatal care, or when you're sick
- Mental health clinics
- Your dental clinic
- An urgent care clinic
- Special medical services your doctor arranges

Transportation will be provided within 30 miles of your home for primary care appointments and within 60 miles for dental and specialty care.

When can I call RideCare?

Call RideCare Monday through Friday between 7 a.m. and 5 p.m., three to four business days before your appointment. Same day ride requests may not be available. For unforeseen or urgent appointments in the evening or on the weekend, call RideCare and you'll be directed to someone who can help you.

How do I get RideCare services?

1. First, make your health care appointment.
2. If a family member or a friend is able to help with your transportation, your county worker will tell you how to get that person's mileage and parking fees refunded.
3. If family or friends can't help, call RideCare after you make your appointment.
4. Each time you call, tell RideCare:
 - » Your name and date of birth
 - » Your member number from your HealthPartners member ID card
 - » Your home address and telephone number
 - » The complete address and phone number of where you're going — doctor, dentist, clinic or hospital
 - » Date and time of your appointment
5. If RideCare arranges a ride for you, be ready at the scheduled pick up time. If you're not on time, the ride will leave without you and a second ride will not be sent that day.

For a life-threatening emergency, call 911. RideCare is not for emergency transportation.

How do I get home from appointments?

Use your return pass. If you come by contracted ride service, your driver will give you a card when you get out at the clinic. When your appointment is done and you're ready to leave, call the number on the card for your ride home.

You will be returned to your pick up address. If you want to be brought to work or school, you must request it in advance.

What if my appointment is canceled?

Please call RideCare as soon as your appointment is canceled. If you have a bus pass, we will help you use it for your next appointment. If a contracted car or shuttle is going to pick you up, RideCare will cancel the service. **Call at least three hours before the ride service is scheduled to pick you up.**

What do I do if the weather is poor on the day of my appointment?

Bus, car and shuttle transport schedules may run late during poor weather.

- Plan to take an earlier bus or call RideCare to arrange an earlier ride.
- Call your doctor to hold your appointment if you're going to be late.
- Call RideCare to make sure your ride will be available. Reschedule your appointment if necessary, and then call RideCare to inform them of the schedule change.
- RideCare assistants may have to cancel some rides due to poor weather. Tell the RideCare assistant if you have an urgent need to see the doctor that day.

When is it wrong to use RideCare?

- It's wrong to use RideCare if you have a car.
- It's wrong to use RideCare if you have family or friends who can get you to your appointment.
- It's wrong to use RideCare if you're not going to a health care appointment.

Rules for using RideCare

The driver can take you only to the medical care destination ordered by RideCare. The driver can't take you anywhere else. Everyday courtesies are expected. Please:

- Call three to four business days in advance
- Be on time
- Don't distract the driver
- Do not eat, drink or smoke during your ride
- Ride safely
- Be courteous of other riders

HealthPartners may restrict this service if it's abused.

If you're suspected of fraud or abuse of the RideCare program, HealthPartners may administer sanctions. Services may be restricted after the following occurs:

- Using RideCare services for personal, not medical, services (such as shopping)
- Verbally or physically abusing RideCare staff on the phone or during a ride
- Intentionally making late requests for RideCare services
- Not canceling a ride when your appointment has changed

American Indians

American Indians can continue or begin to use tribal and Indian Health Services (IHS) clinics. We will not require prior approval or impose any conditions for you to get services at these clinics. For enrollees age 65 years and older this includes Elderly Waiver (EW) services accessed through the tribe. If a doctor or other provider in a tribal or IHS clinic refers you to a provider in our network, we will not require you to see your primary care provider prior to the referral.