



Health Ride 2012 Transportation Benefit Information for Counties

Health Ride is a department within UCare’s Customer Services Department. Health Ride arranges common carrier and Specialize Transportation Services (STS). This tip sheet describes how to arrange for a ride, who is eligible and the types of transportation services are available.

How to arrange for rides

Call Health Ride

612-676-6830 or 1-800-864-2157 (toll free)
Monday through Friday, 7:45 a.m. to 5:00 p.m.

Eligible members may arrange for a ride 24 hours a day, seven days a week by calling Health Ride.

Appropriate County staff may also call to arrange transportation on behalf of the member and should be ready to provide the member name and date of birth (UCare member ID is helpful to have). **Future rides may be scheduled in to the next month.**

MinnesotaCare members may get transportation to colonoscopy and/or mammography appointments.

Rides must be scheduled at least **two days in advance before the appointment**. If a same-day ride is needed, UCare will attempt to set up the ride, although same day rides are given upon availability.

Who’s eligible for Non-Emergency Medical Services Transportation

Common Carrier and STS services are available to UCare members who live in the UCare service areas and have no other means of transportation to get to a UCare-covered treatment, appointment, or education class.

STS services are covered for MinnesotaCare members with the Expanded Program (MnCare Expanded (M1), pregnant women and children under 21).

The table below describes the coverage by UCare product and type of transportation:

Product Name	Common carrier (taxi, volunteer)	Specialized transportation services (STS)	Emergency and life support ambulance
Medical Assistance (MA)	Covered	Covered	Covered
Minnesota Senior Care Plus (MSC Plus)	Covered	Covered	Covered
MnCare Expanded (M1)	Not Covered	Covered	Covered
MnCare Basic Plus one (M3)	Not covered	Not covered	Covered
MnCare Basic Plus two (M4)	Not covered	Not covered	Covered
MnCare Basic Plus (M5)	Not covered	Not covered	Covered
Minnesota Senior Health Options (MSHO)	Covered	Covered	Covered
UCare Connect (SNBC)	Covered	Covered	Covered

Types of Transportation Services

Common Carrier Transportation: Transportation services are available to eligible members who do not have a car or means of transportation. Rides are offered through UCare's Health Ride Department: County and City Buses, Taxicabs, Employed Common Carrier, and Volunteer Driver Vehicles.

Bus Pass is provided to eligible members who need frequent transportation services, which do not have "special needs." You must also live within the Metro Transit service area, Duluth, St. Cloud, Greater St. Louis County and Rochester, and within five blocks of a bus stop.

Specialized Transportation Services (STS): STS services are available to a member who, because of a physical or mental impairment, is unable to use a common carrier vehicle and does not require ambulance services.

Ambulance Services:

Emergency and/or non-emergency transportation identified as basic life support or advanced life support. Individuals using ambulances should have a diagnosis or condition that warrants medically necessary life support services before and during transport.

Extended Transportation Services – Under the Waiver Services – are offered to members who are on certain waivers. This transportation enables the member to gain access to other community services, education classes, activities, and resources as specified in the care plan.

Transportation criteria:

UCare is not required to provide Common Carrier, Specialized Transportation, and Non-Emergency Medical Services Transportation to your Primary Care Clinic if it is over **30 miles** from your home, or if you choose a specialty provider who is more than **60 miles** from your home.

Bus Pass Criteria:

Health Ride must be contacted 7-10 days prior to the scheduled appointment. All appointments are verified with the clinic/facility prior to the bus pass being issued.

Members who may not qualify for bus passes are members who:

- Have a physical or psychological impairment;
- Are pregnant;
- Are 65 and older;
- Need to transport two or more children at one time; or
- Would have difficulty handling bus travel because of language limitations.

More information available at

<http://www.ucare.org/providers/Pages/ProviderManual.aspx#ch11>

Please call the County Hotline at 1-866-457-7146 if there are transportation providers that we are currently not contracted with and should be.