

How to use your ride benefit

Medi-Cal members who don't have other transportation to approved health care visits can use HPSM's Ride Benefit. HPSM's ride provider is American Logistics Company (ALC).

This benefit provides free rides to approved health care visits

Approved health care visits include medical, pharmacy, dental, mental health and substance use disorder appointments covered under Medi-Cal when no other form of transportation is available. Rides to non-healthcare services (such as schools, gyms, government offices, grocery stores, etc.) are not covered.

All ride requests must go through ALC

To schedule a ride, call 1-844-856-4389

TTY users: call 1-800-735-2929 or 7-1-1

Have your HPSM ID card ready when you call

Things to remember before you call:

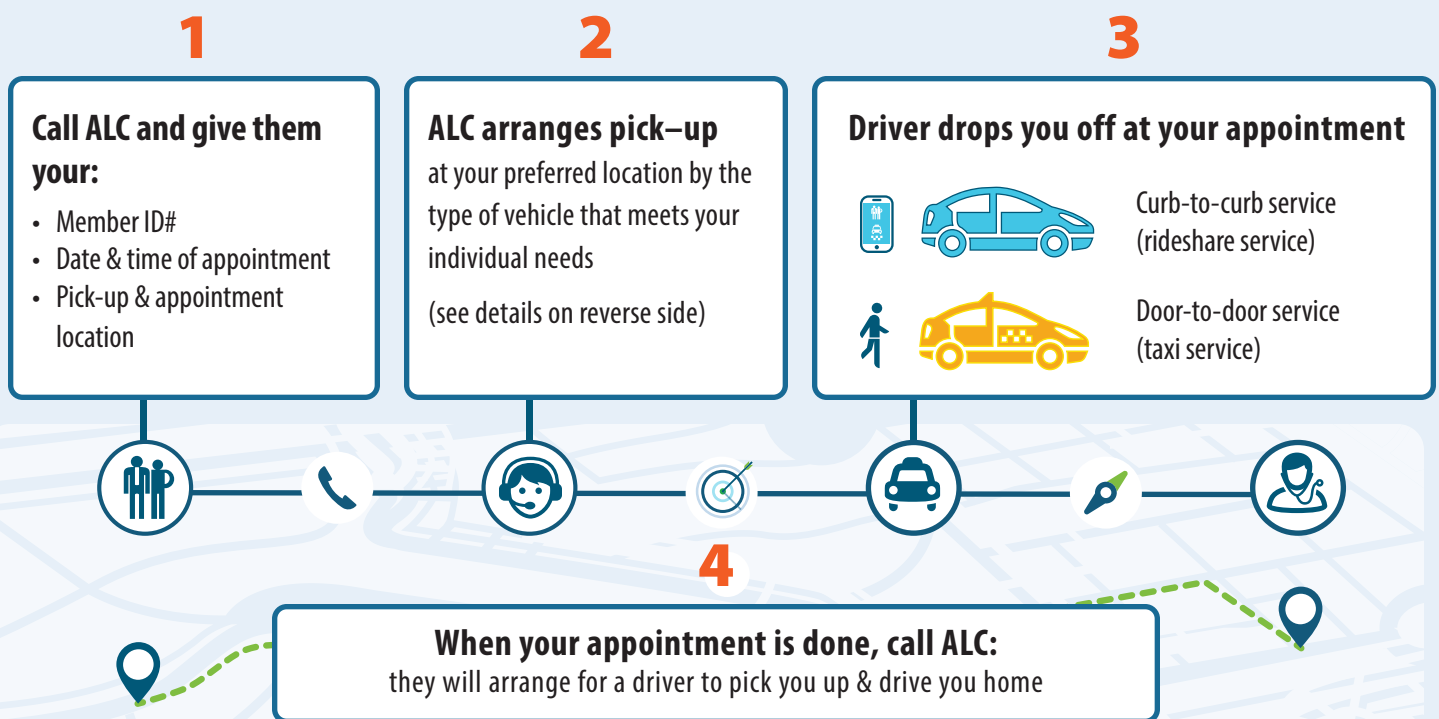
- Call at least two (2) business days (Monday-Friday) before your appointment
- For urgent appointments, call as soon as you can (including after hours)
- Caregivers and parents/guardians may go with the member
- The driver will only wait up to 5 minutes at your pick-up location so please be on time and ready for your ride

HPSM must pre-approve rides that:

- Start and/or end outside of San Mateo, San Francisco or Santa Clara Counties
- Are more than 50 miles one-way
- Have pick-up and drop-off outside of San Mateo County

How HPSM's ride service works

Visit hpsm.org/rides for full instructions, rules and frequently asked questions



Request the type of ride based on what you need



Curb-to-curb service – use if you:

- Have a cell phone that can get text messages from the driver
- Are able to wait outside at the curb for the driver



Door-to-door service – use if you:

- Can walk yet need someone to help you get in/out of the car and/or into a building
- Do not have a phone that can receive text messages from the driver



Do you use a wheelchair or need assistance from a driver?

Specialized vehicles are available through the Non-Emergency Transportation (NEMT) benefit. **Do not call ALC for these services.** You will need to get provider approval and authorization before your appointment.

Call HPSM Member Services for more information.

Toll free: **1-800-750-4776** – Local: **650-616-2133** – TTY: **1-800-735-2929** or dial **7-1-1**

Types of rides that are covered/not covered

Rides that are covered

- ✓ Approved visits for medical, dental, mental health and substance use care
- ✓ HPSM-approved visits for rehabilitation therapy and diagnostic testing
- ✓ Picking up prescription medications at the pharmacy
- ✓ Alcoholics Anonymous (AA) or Narcotics Anonymous (NA) meetings

Rides that are NOT covered

and will be checked for misuse

- ✗ Non-healthcare settings (such as schools, government offices, grocery stores, gyms, or shopping malls)
- ✗ Health care settings after open hours or when you did not have an appointment
- ✗ Pharmacies when you did not pick up prescription medications

! HPSM checks all ride activity to make sure this benefit is used the right way. Members who do not follow program rules are placed on a restricted ride list. Members must then get HPSM approval to schedule rides.

