

**December 24, 2020**

## **Transportation of HPSM COVID-19 Positive Patients**

Dear Providers,

The instructions below only apply to the Health Plan of San Mateo (HPSM) patients who are suspected or confirmed to be positive for COVID-19:

- **If patient needs transportation to an Alternative Housing Site:** Hospital Discharge Planners should notify HLT\_COVID19\_Discharge\_Planners as per guidance from 12-18-2020 SMC CD Health Alert.
  
- **If patient needs transportation home or to a SNF/LTC and does not have another means of transportation:**
  1. Confirm that the patient has active coverage with HPSM (any program).
    - i. This includes HPSM Medi-Cal, CareAdvantage, HealthWorx, and Ace.
    - ii. If patient is not an active HPSM member, this process does not apply.
  2. Call Yellow Checker Cab at 408-217-7700 (COVID Hotline).
    - i. Point person's name is Bill Pippin, 408-661-8253.
    - ii. Do not call until the patient is fully ready for discharge.
    - iii. Escalation contact is Ivan Gonzalez, Project Manager, 408-841-4971.
    - iv. Note: This phone number will change in January. HPSM will release an updated instructions sheet in early January.
  3. Have the following information ready to coordinate the ride:
    - i. Account number: 3123.
    - ii. Patient's full name.
    - iii. Patient's HPSM ID number (on HPSM ID card).
    - iv. Pickup and dropoff addresses (indicate entrance where patient will be waiting for pick-up).
    - v. Callback number for patient (this should be a cell phone and not a land line).

- vi. Whether patient is ambulatory or requires a wheelchair accessible vehicle.

Please note:

1. These instructions only apply to COVID+ patients that are HPSM members.
2. If a ride request is made, a taxi is dispatched, and the patient is not present for pickup within five minutes of the taxi's arrival, a fee of \$50 will be charged to HPSM.
3. Please make sure that the patients are ready for pickup prior to contacting Yellow Checker Cab.

Thank you for your continued commitment to our community,

The Health Plan of San Mateo