

# HPSM'S RIDE BENEFIT

Medi-Cal and CareAdvantage members who have no means of transportation to get to approved health care visits can use HPSM's Ride Benefit. Approved health care visits include medical, pharmacy, dental, mental health and substance use disorder appointments covered under Medi-Cal. Rides to non-healthcare services (such as schools, gyms, government offices, grocery stores, etc.) are *not* covered.

HPSM's ride provider is American Logistics Company (ALC). All ride requests must go through ALC.

## HOW TO GET YOUR RIDE

1

**Call ALC** at least two (2) business days (Monday-Friday) before your appointment and tell the operator:

- Your HPSM member ID number
- The date and time of your appointment
- Your pick-up and appointment location
- If you want a return trip

2

**ALC arranges pick-up** at your requested location by the type of vehicle that meets your individual needs (see step 3). The driver will be scheduled to pick you up at least an hour and fifteen minutes (75 minutes) before your appointment time so that you arrive at least fifteen (15) minutes before your scheduled appointment time. The driver will only wait for five (5) minutes, so be ready outside.

3

**Driver drops you off at your appointment**



Curb-to-curb (rideshare service: you must have a phone that can get text messages from your driver)



Door-to-door (taxi service)

4

**When your appointment is done, call ALC:**  
they will arrange for a driver to pick you up and drive you home.

**If you need to cancel a ride,** you must call ALC at least two (2) hours before the scheduled pickup time to avoid a no-show on your record.

Visit [www.hpsm.org/ride](http://www.hpsm.org/ride) for details, including rules, full instructions, contact information and frequently asked questions