

HPSM'S RIDE BENEFIT

No cost rides to approved healthcare visits for Medi-Cal and CareAdvantage members

HPSM's Ride Benefit can be used when no other form of transportation is available for approved healthcare visits. These visits include, medical, pharmacy, dental, behavioral health and substance use disorder visits covered by Medi-Cal. Rides to non-healthcare locations (schools, gyms, government offices, grocery stores) are not covered.

AVAILABLE RIDE SERVICES



Curb-to-curb service is for those who

- Can wait at the curb for their ride
- Can get in/out of the vehicle/building by themselves.
- Have a cell phone to get text messages from the driver.



Door-to-door service is for those who:

- Need the driver's help getting in/out of the vehicle/building.
- Can move unassisted once inside the building.
- Don't have a cell phone to get text messages from the driver.

HOW TO GET A RIDE



Call AMERICAN LOGISTICS (AL) two or more business days before your appointment.

- Medi-Cal: **1-844-856-4389**
- CareAdvantage: **1-877-356-1080**
- TTY: **7-1-1**

Be ready to tell AL:

- Your HPSM member ID number.
- The date and time of your appointment.
- Your pick-up and appointment location.
- Whether you want a return ride.
- If you need another person (family member or caretaker) to ride with you.



Be ready for your ride. You will be picked up at the location you give at least an hour and fifteen minutes before your appointment time. The driver will only wait for five minutes.



If you asked for a return ride home, call *right after your appointment*. A driver will pick you up within 45 minutes.



To cancel a ride you must call at least 2 hours before your pickup time to avoid a no-show on your record.

Business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.
For urgent appointments, call as soon as possible (even after hours).
Email transportationprogram@hpsm.org for more information.

Need a specialized medical vehicle? A prescription from a provider is needed to get a ride in an ambulance, wheelchair van or litter van for medical reasons. The HPSM Ride Benefit cannot be used.

Visit www.hpsm.org/ride for details about the ride benefit and how to use it.