



QUESTIONS AND ANSWERS

➤ **What is non-emergency transportation**

- As a Medical client, you may be eligible to get a ride to and from your primary care provider (PCP) appointment or other covered medical services.
- If there is a charge for you, it is a flat rate of \$25.00 round trip up to 20 miles. A credit card or debit card is required to book the ride. A one-way trip fee is \$17.00 PSM DO NOT TAKE CASH or CHECKS.
- You can go to a specialist outside your local area if you have a referral from your PCP.
- PSM will only take you to and from medical scheduled appointments.

➤ **Who can use PSM?**

- Any person 18 years old or older or any documented disable child accompanied by an adult with a medical condition and a scheduled medical appointment.
- You have no other way to get to your appointment.

➤ **Who cannot use our services?**

- Are in a nursing home.
- Are a qualified Medicare/Medicaid beneficiary (QMB)
- Are in an intermediate care facility for individuals with intellectual disabilities (ICF/IID)
- Are a child under 18 who is not disabled.
- If you live outside of Jefferson County Alabama.
- Have no appointment with a medical provider.

➤ **How do I schedule a PSM ride?**

- You can call the Non-Medical Transportation Help Line toll free at **866-690-0007, option 1.** To request a ride to your appointment.
- Call the help line at least 48 hours (two whole days) before your appointment. (Do not count Saturday, Sunday, or holidays). For example, if you need a ride to your PCP on Monday, you will need to call no later than Thursday.

➤ **When you call....**

- Have your personal information and ID ready?
- Tell the representative why you need a ride.

- Provide your name, address, and phone number of the health care provider.
- Provide the day and time of the appointment.
- The representative will access your information.
- PSM representative takes reservations from 8 a.m. to 4:30 p.m. Monday through Friday (except on state holidays).
- PSM will pick you up as needed if you have an appointment for chemotherapy, radiation therapy or dialysis.
- If you must travel outside your region, you will need a referral from your doctor. Ask the PCP to send the referral to directly to PSM office.

➤ **What does the Project Success (PSM) representative have to do?**

- Take reservation Monday through Friday, 8 a.m. to 4:30 p.m. except state holidays.
- Provide a toll-free phone number.
- Provide language interpreter service if needed.
- Provide services for the hearing-impaired.
- Tell you a pick-up time when you make an appointment.
- Provide you with a confirmation number to confirm your ride.
- Arrive on time.
- Let you and your PCP know if they will be late.

➤ **What if I need to see the PCP right away?**

Sometimes your PCP may tell you to get medical care right away. Then you will not be able to give your representative 48 hours' notice. Your PCP must call the transportation representative and tell him you have an "urgent care appointment." Your PSM transporter should pick you up without 48 hours' notice.

➤ **What if I have appointments at the same time each week?**

Call your representative and ask if they will set up a regular schedule for you. Some representative will do this if you need to cancel or change your weekly appointment, that is ok. Just call your representative as soon as you can and let them know.

➤ **What if I have more than one health care provider's appointment in one day?**

You should give all your appointments to the PCP representative. Make sure to give 48 hours' notice.

➤ **What if my ride does not show up?**

Call your PSM transportation specialist and report the problem. Call the PSM Help Line at 866-690-0007, Option 1.

➤ **What is the PSM Help Line?**

A toll-free number (**866-690-0007 option 1**) that helps you with your question, comments complaints, and suggestions about non-emergency transportation services. The Help Line will arrange rides for you for adult riders who qualify. They can also help you find other transportation services who can provide more specialized transportation, but you will need to call those sources to arrange rides.