

Refugee Transportation Guide (Akron)

Transportation from your home by Medicaid insurance

- Medicaid insurance provides transportation to and from medical appointments from your home. You yourself, or your family member, need to call and ask for it. Different Medicaid plans (see the name of the plan on your insurance card) have different rules about how to schedule a van/ mini-bus to pick you up from your. See Instructions below.
- When you call, you need to know this information: full name of the patient, your insurance number, date of birth, your home address, and the address of the appointment.
- You need to call at least 2 business days in advance to schedule pick up from your home. For example, if your appointment is on Monday, you need to call on Thursday of the previous week.
- When you schedule a pickup from your insurance, you need to be ready one (1) hour before the pick up time.
- All vans/buses can transport clients in wheelchairs
- You will be given a customer number, a trip number and instructions about the transportation. If something is not clear for you, please ask questions. You need to understand what the car/van will look like, when it will come to pick you up, and what you need to show or say to the driver.
- Don't forget to ask how you will get a ride back from the appointment. You may need to call after the appointment is done. You need to know what number to call and what to say, when the appointment is done. You can ask a receptionist at the doctor's office to call for you if your English is not good.

List of Medicaid plans:

1. Buckeye Community Health Plan

- **If you don't speak good English - call Member services (866) 246-4358** and ask for an interpreter. Say, "I speak Nepali (Karen, Burmese, etc) and I need an interpreter.
- With the interpreter on the phone, ask to schedule transportation to a medical appointment from your home.
- **If you speak English – call directly TMS (866) 531-0615**
- **If someone else calls to help you**, they need to say, "Member is unable to schedule transportation by themselves, because he/she doesn't speak English." But you need to be next to that person who is helping you.
- They allow 15 round trips per year. They may offer you a bus pass, but it'll be counted as one of these 15 trips.

2. CareSource

- **If you don't speak good English - call International Hotline (800) 225-5254** and ask for an interpreter. Say, "I speak Nepali (Karen, Burmese, etc) and I need an interpreter. They will do a 3-way call with CareSource to setup the transportation.

- **CareSource will give you a customer code. You will need to use it every time you call for transportation**
- With the interpreter on the phone, ask to schedule transportation to a medical appointment from your home.
- **If you speak English – call directly Transportation Services (800) 993-0780.** Please select prompts/options **3**, then **1**, then **5**.
- **If someone else calls to help you,** they need to say, “Member is unable to schedule transportation by themselves, because he/she doesn’t speak English.” But you need to be next to that person who is helping you.
- They allow 15 round trips per year.

3. UnitedHealthcare Community Plan

- **Call Member Services (800) 895-2017, select 1 for transportation setup. If you don’t speak good English,** ask for an interpreter. Say, “I speak Nepali (Karen, Burmese, etc) and I need an interpreter.
- With the interpreter on the phone, ask to schedule transportation to a medical appointment from your home.
- **If someone else calls to help you,** they need to say, “Member is unable to schedule transportation by themselves, because he/she doesn’t speak English.” But you need to be next to that person who is helping you.
- They allow 15 round trips per year.

4. Straight Medicaid – Non-Emergency Transportation (NET)

- They do not have interpreters, so you need to speak English yourself. You may have a family member help you call, but you need to be present when they are calling .
- There are no limits to the number of visits.
- **You can choose any of these 3 services,** and they will give you your customer number and trip number:
 - **Metro SCAT** – 330-762-7267 extension 3021 – need to apply and get a SCAT ID
 - **Red Cross** – 330-535-2699
 - **United Disability Services (UDS)** – 330-762-9751