

Non-Emergency Medical Transportation

Hospital/Facility Discharge

Frequently Asked Questions

I have a patient being discharged. How long until their ride arrives to pick them up?

- Transportation for a Hospital/Facility discharge will arrive within three (3) hours for pick-up in urban areas and four (4) hours for rural areas once the request has been made. The expected arrival time is based on the time request is made.

When should I call to schedule transportation for a Hospital/Facility discharge?

- Upon becoming aware of a hospital or facility discharge, you should arrange transportation. Keep in mind that it could take 3 or 4 hours before transportation arrives. The wait time begins at the point the request is made.

Where should the patient wait for their transportation to arrive?

- To assist the transportation provider in finding the patient at pick up, it is recommended that the hospital/facility has a designated waiting area for patients.
- The patient should have a phone or method of communication available to receive contact from the driver upon their arrival.
- To assist the driver in finding the patient upon arrival, a designated contact within the facility should be provided during the scheduling process.

I scheduled transportation for the patient, but the driver left before the patient made it to the vehicle. Why did the driver leave?

- The driver will make the patient or facility aware of their arrival. The driver is required to wait no longer than five (5) minutes. If the patient cannot be located or does not come to the vehicle, the driver will leave without them.

What if the patient has a family member/friend that can pick them up after their discharge? Can they get reimbursed for their mileage/gas?

- Yes, the patient/member can be reimbursed for their gas/mileage if the transport is scheduled through the normal process. During the scheduling process, the call center agent should be made aware of the members preference to use Member Mileage Reimbursement (MRP).

The patient has a prescription and needs to stop at the pharmacy on their way home. Will the driver stop at the pharmacy?

- The driver will stop at the pharmacy if the need was disclosed during the scheduling process. It may be an option for filling the prescription at the facility/hospital prior to discharge. Be sure to determine what options are available prior to scheduling transportation.

Important Considerations when scheduling non-emergency transportation:

- All paperwork should be completed by the discharging facility and the transfer facility before transportation arrives. This includes discharge papers, prescriptions, authorizations, medical necessity forms, etc.
- There has been determination that the facility the patient is being transferred to will be open during the time of the patient's expected arrival and is aware of the patient's arrival.
- The patient has access to their home (keys, or available caretaker).
- Patient has their mobility devices needed during the transport. (Walker, cane, wheelchair, crutches, etc.)
- Bariatric transports require additional resources. The weight of the patient should be disclosed during scheduling.