



HOW TO REQUEST

# Non-Emergency Medical Transportation

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This a guide on how to use the transportation benefits offered by the HUSKY Health Program

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## Important Resources

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Reservation Line:	855-478-7350
Contact Center Hours:	7:00 AM to 6:00 PM M-F <ul style="list-style-type: none"><li>• 24/7 for urgent needs and after-hours hospital discharges, including holidays and weekends</li></ul>
Member Website:	<a href="http://ct.ridewithveyo.com">ct.ridewithveyo.com</a>

## What is NEMT?

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HUSKY Health has partnered with Veyo to cover rides for eligible individuals to and from doctor's offices, hospitals, or other Medicaid-approved medical facilities. This coverage is called "non-emergency medical transportation," because it does not involve a medical emergency. HUSKY Health may cover your ride if you do not have a car that works or a valid driver's license. You may also be able to get a ride if you have physical or emotional challenges or are unable to travel or wait for a ride alone. Coverage for these rides may be different depending on your individual situation and needs. You may need to get approval from the Connecticut Department of Social Services (DSS) to qualify for a ride.

## Who can get a ride?

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Veyo coordinates transportation for HUSKY A, C, D and limited benefit Medicaid members. You must be attending a covered medical appointment and have no other way of getting there. Veyo only offers non-emergency medical transportation to members that cannot drive themselves, and/or do not have a neighbor, friend, relative, or voluntary organization that can transport them to their appointment.

You may have to call Veyo or a HUSKY Health caseworker to:

- Help you decide if you have an urgent need for care;
- Make sure you are eligible for HUSKY Health services;
- Verify that you have an appointment with a Medicaid-approved provider;
- Make sure that you have no other reasonable way to make it to your appointment;
- Decide what type of ride HUSKY Health can coordinate for your situation.

Based on this information, your contact will either set up the ride you need or will tell you how to set up the ride yourself.

## How do I get a ride?

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Depending on your needs, rides might be by public bus, rideshare car, taxi, or van. You might share your ride with others. You have to call Veyo at **855-478-7350** to set up your ride in advance, and you should always call if you need to cancel a previously scheduled ride. Remember, the driver can only give you (or an eligible family member) a ride to an approved medical office and back home. If the driver gives you a ride anywhere else, you and the driver could be charged with stealing from Medicaid.

Make sure to follow the rules so HUSKY Health will approve and pay for your ride. Drivers may be authorized only for specific times to pick up the rider. It is important to:

- Be ready on time for the pickup
- Call Veyo at **855-478-7350 to cancel a scheduled ride** if you do not need a ride anymore

Veyo has a limit to how long a driver can wait for you if you are not on-time, so it is extremely important that you inform Veyo if you are running late or if you need to cancel your ride. If you make a habit of not showing up for scheduled rides, you may have to make extra calls to Veyo to verify that you intend to keep your appointment.

- You can request a ride by calling Veyo at **855-478-7350**.  
Normal business hours are Monday through Friday between 7:00 AM and 6:00 PM. Transportation for urgent needs\* or after hour discharges is also available through the same number 24 hours, 7 days per week, including weekends and holidays. Please note: it may take up to 3 hours to arrange a ride for hospital discharge or urgent needs.
- **\*Urgent needs** mean you have an injury or illness that needs treatment in the next 48 hours or your health will get worse.
- For bus passes, please call at **least 5 business days** before your scheduled appointment. Additional time is needed for bus passes to be delivered to you.
- If you qualify for mileage reimbursement, a car, or a wheelchair vehicle, please call at least **2 business days** before your scheduled appointment.

The chart below gives you examples of when you would need to call to schedule a ride:

Type of Service	# of Business Days	If you have an appointment on:	You need to call to Veyo no later then:
Bus Pass	5	Monday at 10:00 AM	Previous Monday at 10:00 AM
Car / Wheelchair Vehicle	2	Thursday at 11:30 AM	Previous Tuesday at 11:30 AM
Mileage Reimbursement	2	Thursday at 11:30 AM	Previous Tuesday at 11:30 AM

## Member and Driver Responsibilities

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We want Veyo to be enjoyable and safe for everyone. These member responsibilities are designed to ensure that passenger and drivers have the best experience possible.

### **Your Responsibilities:**

- Be ready 15 minutes before your scheduled pick up time.
- Wait in a safe area where you can see when the driver arrives.
- Enter the vehicle immediately upon its arrival.
- If needed, bring your own special equipment such as a car seat, wheelchair, oxygen, or a walker.
- Be thoughtful and respectful to the driver and any additional passengers.
- Do not bring alcohol, drugs, or weapons in the vehicle.
- Do not smoke, eat, or drink in the vehicle.
- Always wear your seatbelt while traveling in the vehicle.
- Sign the driver's log after you are driven to your drop off location. You should only sign for the trip you just received. If you have a return trip, you will sign for that trip after it is completed. This is used to document that the trip was provided to you.

## **Driver Responsibilities:**

- All drivers and cars must be properly licensed and insured.
- Drivers must follow all the normal rules of the road including not using a cell phone without a hands-free device unless the vehicle is parked.
- Smoking or vaping is prohibited in and around all vehicles at all times.
- All vehicles shall have the following signs posted in their interiors, easily visible to the passengers: “No Smoking”, “All Passengers Shall Use Seatbelts” and “Vehicles will be kept free of strong scents/smells”.
- Reduce volume on the radio, per member request.
- Maintain air conditioning or heat at a reasonable temperature
- Secure passengers who are in a wheelchair as appropriate for safe travel.
- Store any unoccupied wheelchairs or other medical equipment safely.
- Pick members up between 15 minutes before and 15 minutes after the scheduled pick up time and wait up to 5 minutes after the scheduled pick up time for the member to enter the vehicle.
  - e.g. For a pickup time of 8:00 AM, a driver arriving between 7:50-8:00 AM would have to wait until 8:05 AM to declare the passenger a no-show.

Drivers are required to help members get from the outside door of their pick-up location into the vehicle, and from the vehicle to the

outside door of their drop-off location, if you ask for their help. The amount of assistance you receive will depend on the type and level of service you request.

## Frequently Asked Questions

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### What if my ride is late or does not show up?

If the ride is late or does not show up, please call Veyo at **855-478-7350 prompt #4** to ask for an update.

### How do I make changes to or update my reservation?

- If you are not able to make your appointment and need to cancel or reschedule your ride, please call the Veyo Contact Center at **855-478-7350** as soon as you become aware that you no longer need a ride. Please cancel your ride even if it is a bus ride or a mileage reimbursement trip.
- If your appointment date or time has changed, please remember to call and update the Veyo Contact Center at **855-478-7350** of the change so we can adjust your transportation reservation.

### How do I cancel a previously scheduled trip?

To cancel a transportation reservation, please call Veyo at **855-478-7350** before your scheduled pickup time. Cancellations should be communicated to Veyo as soon as they are known. If the

transportation being canceled is part of a repeating trip series, please be sure to notify the call center whether the cancellation is for a specific date, or if it is for all upcoming trips in the repeating trip series.

## How far in advance can I schedule my ride?

- Transportation for routine appointments can be scheduled up to 30 days in advance.
- Repeating trips can be scheduled up to 180 days in advance.
- If the trip request is received with less than 2 business days' notice, and the appointment is **not urgent**, you may need to reschedule your appointment.

When scheduling your trip, please keep in mind that the driver may drop you off at the healthcare facility right at your scheduled appointment time. If it is a large facility or you need to arrive before the appointment time, please make sure to factor this in when scheduling the trip.

## Can I schedule more than one trip at a time?

Yes, Veyo can schedule repeating trips, eliminating the need to schedule each trip individually. Veyo defines a repeating trip as a trip to and from the same location, at the same time, 1 or more times per week. Repeating trips can be scheduled up to 3 months at a time. To schedule a repeating trip, please call 855-478-7350 at least 2 days before the first scheduled appointment.

## What information will I need when I call to schedule a ride?

When you call Veyo to schedule transportation, please be sure to have the following information available:

- Medicaid ID #
- First and Last Name
- Date of Birth
- Phone Number where you can be reached
- Pick-Up Address, Including Apartment Number
- Appointment Date
- Appointment Time
- Provider / Facility Name
- Address of Appointment, Including Office or Suite Number
- If Appointment Is Repeating
- Mode of Transportation Being Requested
- Special Accommodations (e.g. oxygen tank, no multi-loading)
- Companion or Attendant Information

## What if I don't know the return time for an appointment?

If the return time for an appointment is not known at the time of reservation, Veyo will assign the trip as a “will-call” trip. In this case, please call Veyo at 855-478-7350 when you are ready for your ride home. We will dispatch the trip and the transportation provider will arrive within one hour. If over an hour has gone by, you can call Veyo to find out the driver's estimated arrival time (ETA).

## Are there any special forms I need to submit before I ride with Veyo?

Yes, depending on your personal situation, different forms may need to be completed before booking transportation with Veyo. Here are some of the most common examples:

- If you are unable to travel by public transportation, the **Specialized Transportation Request Form** must be completed by your healthcare provider indicating the most medically appropriate mode(s) of transportation for you.
- If you live in an urban area and need to travel 10 or more miles to an appointment, or, if you live in a rural area and need to travel 20 miles or more to an appointment, the **Specialized Transportation Request Form** must be completed by your healthcare provider to verify that—for medical reasons—you need to travel beyond HUSKY Health’s approved distance from your home address.
- A parent, legal guardian, or caregiver is required to travel with any child under 16 years of age. Parents must fill out, sign, and return the **Minor Consent to Travel Form** to Veyo before any child between 12-15 years old will be able to ride alone. Any child who behaves inappropriately while riding alone will need to be accompanied by an adult for all future rides.

- If you need a medically required attendant, escort, aide, assistant, or companion to ride with you, your healthcare provider will need to fill out and submit the **Specialized Transportation Request Form** before your trip. Once your healthcare provider has verified that the person (for example: your sibling or your parent for family counseling) is needed at your appointment, the person may ride with you.
  - Your newborn or nursing infant (up to 6 months old) may ride with you, as long as you provide an appropriate car seat for the child.
  - If a person does not meet the criteria above, they **will not** be able to ride with you to or from your appointment.
  
- If you have a friend or family member who is willing to use their own vehicle to bring you to and from your appointments, have them register as your driver at [ct.ridewithveyo.com/driver-registration-form](http://ct.ridewithveyo.com/driver-registration-form).
  - After they have driven you to your appointment, have them submit a mileage reimbursement form at [ct.ridewithveyo.com/mileage-reimbursement-form/](http://ct.ridewithveyo.com/mileage-reimbursement-form/) to request reimbursement for the trip.

Each form can be downloaded at [ct.ridewithveyo.com/forms](http://ct.ridewithveyo.com/forms) or requested over the phone by calling the Veyo Contact Center at **855-478-7350**.

You can find out your form(s) approval status by calling **855-478-7350**. All forms must be signed by a licensed treatment professional (example: MD, LCSW, LMFT, APRN, RN). Signatures from Certified Nursing Assistants, Patient Techs, Receptionists, Medical Assistants, etc. are not acceptable. Please make sure you call the Veyo Contact Center if any information (such as your address, phone number, etc.) changes.

### What is the “confirmation number” Veyo gives me after I book a trip?

Confirmation numbers are codes Veyo assigns to trips. They allow our contact center agents to quickly look up your trip details and help ensure your trip has been scheduled in our system. Confirmation numbers do not mean the trip has been assigned to a transportation provider or driver. They just mean the trip has been entered into our system.

### What if I have an urgent need or need to call for a return pickup outside of Veyo’s Contact Center hours?

You can request an urgent needs trip or after hour discharge ride by calling Veyo at 855-478-7350. This after-hours service is available 24 hours, 7 days a week, including weekends and holidays. Please note: it may take up to 3 hours to arrange a ride for hospital discharge or urgent needs.\*

“Urgent need” means you have an injury or illness that needs treatment in the next 48 hours or your health will get worse. If you have an emergency, please call 911.

### Can other people request transportation for a me?

Yes. A relative, a caregiver, or a healthcare provider may call and schedule transportation on your behalf.

### Will I be sharing a vehicle with other passengers?

You may be sharing a ride with another member who is traveling to and from the same area as you. Shared rides with other Medicaid members are allowed. If there are special health circumstances which prevent you from sharing a ride with other individuals, please tell Veyo when you call to schedule your ride. Your healthcare provider will need to note this on the **Specialized Transportation Request Form** to communicate to Veyo that you should not be scheduled for a shared ride.

### How does Veyo define a “cancelled ride”?

Rides can be cancelled by a member, a caregiver, or a healthcare provider. Additionally, rides may be cancelled due to weather causing unsafe travel conditions or facilities/healthcare providers being closed. A transportation provider may also cancel a trip due to a member no-show or incorrect information. These trips are classified as a “cancelled” ride.

## What happens if there is a Snowstorm / Bad Weather Event?

If there is a snowstorm or bad weather, check with your healthcare provider to make sure their office is open. If you do not feel it is safe to travel, call Veyo's Contact Center **855-478-7350** as soon as possible to cancel your ride.

If your town cancels school for the day or has early dismissal due to weather, children will not be transported to after-school treatment programs if the schools in the town they live in are closed or the schools in the town the program is located in are closed.

Every effort is made to continue to operate transportation services during bad weather, however, delays and cancellations may occur due to unsafe travel conditions. Because safety is Veyo's top priority, we ask members and drivers to reschedule trips if they do not feel it is safe to be on the road.

## How can I file a complaint?

You, your healthcare provider, or caregiver can make a complaint through Veyo's website at [ct.ridewithveyo.com/contact](http://ct.ridewithveyo.com/contact) by phone at 877-558-2437. A complaint can be about many different things like an extremely late pick up, the condition of the vehicle you rode in, the behavior of another passenger, or courtesy of Veyo's Contact Center agents.

Please include the following information in your complaint to help the Veyo compliance team with their investigation:

- Your first name
- Your last name
- Your Medicaid ID #
- The date of your trip
- A description of the problem
- Any additional information that can help us investigate the issue

After submitting a complaint, you will receive a call or written response within one to three business days depending on the type of complaint. You must also ask for a call back if you would like to receive one.