

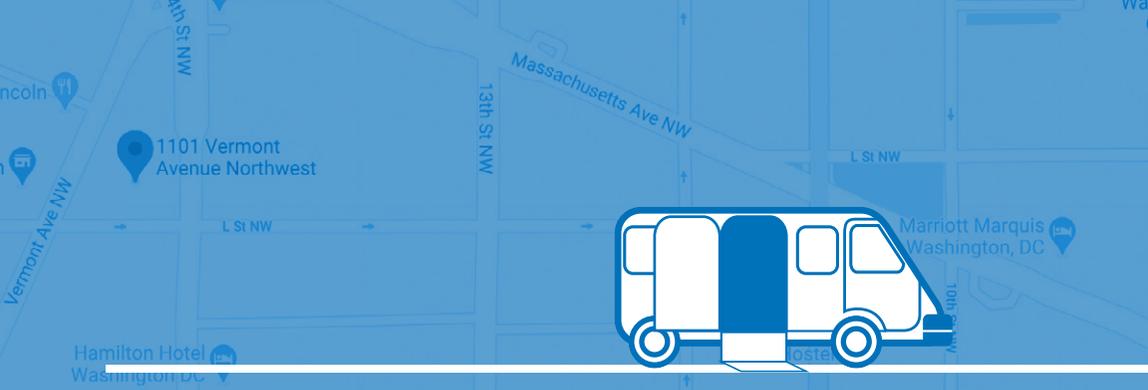


THE HSC HEALTH CARE SYSTEM

Health Services for Children
with Special Needs, Inc.

Non-Emergency Transportation Services





How do I schedule a ride or get more information about my ride benefits?

Call HSCSN Customer Care at 202-467-2737 or 1-866-937-4549. You can also call SET at 1-866-991-5433. You must call at least 24 hours before your appointment.

What types of vehicles are offered?

When you schedule a ride, SET will ask for information about assistive devices, such as wheelchairs, to help find the right vehicle to meet your needs.

You can receive transportation by car, van, or non-emergency ambulance.

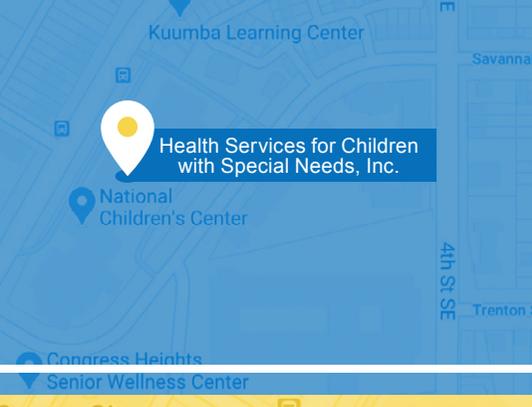
What types of rides are covered?

In addition to what is listed, you can contact HSCSN to find out if a specific ride is covered.

- ◆ Caregiver visits to enrollees receiving inpatient care
- ◆ Discharge from Emergency Department or Inpatient Care
- ◆ Health plan sponsored events
- ◆ Routine medical appointments
- ◆ Therapy visits
- ◆ Transportation to and from day programs

What information will I need to schedule a ride?

- ◆ A description of wheelchairs or assistive devices if necessary
- ◆ Appointment address
- ◆ Doctor's name and phone number if a medical appointment
- ◆ Number of people riding with the enrollee (you will need approval from your Care Manager if more than two people are riding)
- ◆ Pickup location
- ◆ The best phone number to reach you during pickup
- ◆ Time and Date of enrollee's appointment



What if I call with less than 24 hours notice?

Same day rides are not guaranteed. We will try our best to accommodate your request. For urgent appointments made on the same day, you must call SET at least 3 hours before the appointment time. SET will check the schedule and try to set up a ride for you.

What If My Appointment Is Changed?

Call HSCSN or SET as soon as you can. Explain why you are changing your ride time and set up a new pickup time. Drivers are scheduled for specific times to pick you up. It is important for you to:

1. Be ready on time for the pickup.
2. Call the ride service to cancel a scheduled ride if you do not need the ride anymore.

What if my ride does not show up?

Call SET customer service at 1-866-991-5433. SET will help locate your driver or send another driver to help. Please contact HSCSN Customer Care at 202-467-2737 if you experience problems.

What do I do in case of an emergency?

Please call 911 or visit the nearest Emergency Department (ED). HSCSN does not provide emergency transportation.

Long Distance/Psychiatric Residential Treatment Facility (PRTF) Transportation

If you need to travel more than 60 miles from your home for medical care, please contact your Care Manager for assistance in setting up long distance transportation.

If you need transportation to a Psychiatric Residential Treatment Facility (PRTF), please see the Family Therapy Facts Sheet online at hscsnhealthplan.org/transportation. You can also call HSCSN Customer Care at (202) 467-2737.

For more information about HSCSN Transportation Services:

- ◆ Contact HSCSN Customer Care at 202-467-2737
- ◆ Refer to your Enrollee Handbook
- ◆ Visit our website at hscsnhealthplan.org/transportation

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**For more information visit hscsnhealthplan.org.
For reasonable accommodations please call (202) 467-2737.**

If you do not speak and/or read English, please call 202-467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. **English.**

Si no habla o lee inglés, llame al 202-467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle. **Spanish.**

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Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi 202-467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. **Vietnamese.**

如果您不能講和/或不能閱讀英語，請在上午 7:00 到下午 5:30 之間給 (202) 467-2737 打電話，我們會有代表幫助您。 **Traditional Chinese.**

영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 7시 00분에서 오후 5시 30분 사이에 (202) 467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. **Korean.**

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler 202-467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. **French.**



This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

HSCSN complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.