

RIDECONNECT SERVICES

South Country Health Alliance (South Country) members may be eligible for non-emergency medical transportation (NEMT) services to help them get to and from their health care appointments. RideConnect offers safe and reliable rides to covered medical, behavioral health, and dental appointments.

Types of Rides We Cover

UNASSISTED TRANSPORTATION

Unassisted transportation is also known as common carrier. Unassisted transportation includes non-emergency medical transportation provided by volunteer drivers, buses, taxis, and other commercial carriers.

ASSISTED TRANSPORTATION

Assisted transportation is non-emergency medical transportation for people who have a physical or mental impairment and are not able to safely use unassisted transportation services. With assisted transportation, the driver provides direct assistance to help members get into and out of a vehicle, as well as to and from their appointment. Assisted transportation also includes ambulatory, wheelchair, and stretcher services.

Members must be authorized to use assisted transportation before South Country Health Alliance will cover the cost. South Country Health Alliance will help members complete an assessment to determine if they are eligible for assisted transportation.



Member Services


1-866-567-7242 ♦ TTY 1-800-627-3529 or 711

Attention: If you need free help interpreting this document, call the above number.

Digniin. Haddii aad u baahantahay caawimaad lacag-la'ann ah ee tarjumaadda (afcelinta) qorallkan, lambarka kore wac.

Atención. Si desea recibir asistencia gratuita para interpretar este document, llame al número indicado arriba.

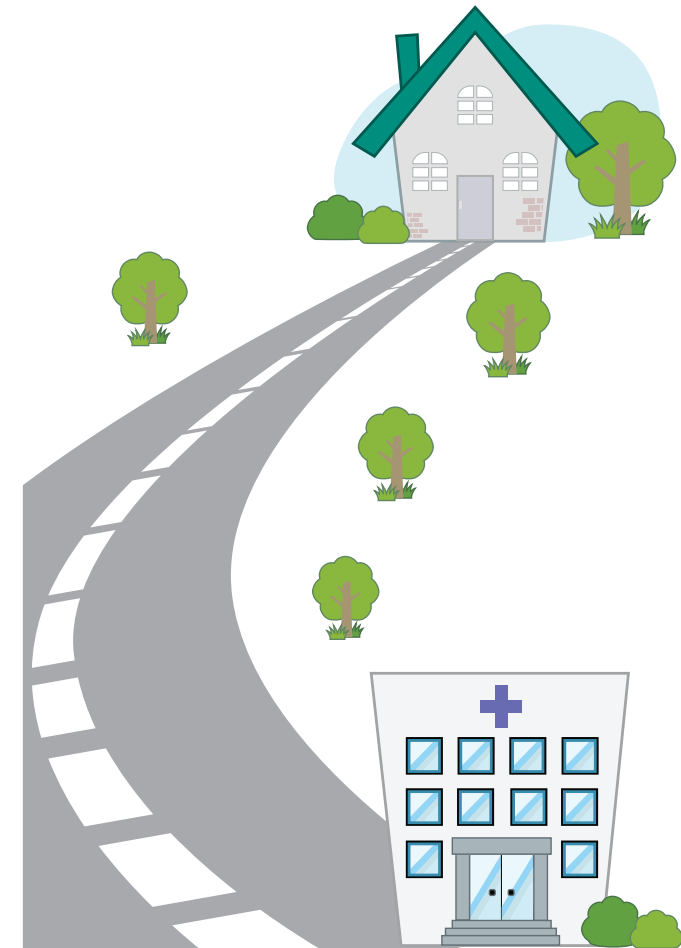
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	1-866-567-7242, TTY 711. members@mnscha.org
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by South Country Health Alliance

Safe and reliable rides to covered medical, behavioral health, and dental appointments



**Covering Rides for
Non-Emergency Medical Transportation**

AM I ELIGIBLE?

South Country Health Alliance (South Country)members enrolled in the following programs may be eligible to use Ride-Connect transportation if they do not have access to their own transportation:

- ◆ Families & Children (Medical Assistance)
- ◆ Minnesota Senior Care Plus (MSC+)
- ◆ SingleCare (SNBC)
- ◆ SharedCare (SNBC)
- ◆ AbilityCare (HMO SNP)
- ◆ SeniorCare Complete (HMO SNP)
- ◆ MinnesotaCare - *Must be a child under age 19*

Mileage and gas reimbursement is not covered by South Country for members with their own vehicle. However, this may be available through another source. Call your county for more information.

HOW DO I SCHEDULE A RIDE?

To schedule a ride, call Member Services at least **3 business days before your appointment**. **We may not be able to schedule a ride with less than 3 business days notice, and you may need to reschedule your appointment.**

You will need the following information when scheduling our ride:

- ◆ South Country member ID number
- ◆ Your phone number and pick up address
- ◆ Appointment date, start and finish time
- ◆ Drop-off location name, address, and phone number

WHAT IF I HAVE TO CANCEL OR CHANGE A RIDE?

If your schedule changes or you no longer need a ride, call Member Services **24 hours (1 day) or as soon as possible before** your scheduled pick-up time to change or cancel your ride.

Please be courteous and respectful to the driver and the other South Country members who need rides. Take the time to cancel your ride if you no longer need the transportation.

WHERE CAN I GET A RIDE TO?

You can get rides for these types of visits:

- ◆ Medical
- ◆ Dental
- ◆ Mental Health
- ◆ Chemical Dependency
- ◆ Pharmacy
- ◆ Durable Medical Equipment

RIDES NOT COVERED

Transportation may not be covered if it is to a place or for a service that South Country does not cover, or if the member's coverage with South Country is not active on the date of the ride.

South Country and RideConnect Transportation are not required to provide transportation to a primary care clinic if it is over 30 miles, or a specialty care provider if it is over 60 miles, from the member's home.

URGENT CARE, SAME DAY CLINIC, OR OTHER SHORT NOTICE APPOINTMENTS

Rides to urgent care, same day care, or other short notice appointments are based on provider availability.

EMERGENCIES

Call 911. South Country Health Alliance covers emergency ambulance services.

**Ride
Connect** 
South Country Health Alliance

Member Services

1-866-567-7242

**TTY users call 1-800-627-3529 or 711
8 a.m. to 4 p.m., Monday – Friday.
All Calls are Free.**

**Email to: rideconnect@mnscha.org
or visit our website: www.mnscha.org**

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South Country Health Alliance