

How much notice is needed to book a reservation? 1-866-790-8858

Two business days (48hrs) notice prior to the scheduled appointment is necessary.

Reservations cannot be scheduled:

- Monday – Friday 4:45pm – 7:45am
- All Day Saturday and Sunday's

Your request to schedule transportation will not be completed and the agent will advise you that you have to call back during reservation hours (Monday-Friday 7:45am – 4:45pm).

Holiday's Reservations Closed:

- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas Day
- New Year's Day

Your request to schedule transportation will not be completed and the agent will advise you that you have to call back during the day after the holiday and IntelliRide will apply the "same day/urgent" request policy if the request applies.

What happens if the transportation provider is late picking you up?

In the event that a transportation provider is late, a dedicated phone line is available to inquire about the status of their ride. The line is called the "Ride Assist" line, please call this dedicated number and "DO NOT" call the transportation company directly! IntelliRide must document the time of your call and dispatch the closest vehicle, so we reduce your wait time.

Call the "Ride Assist Number" at 1-866-481-9699.

What happens if no pick up time has been arranged and you don't know what time your appointment will be over?

Once your appointment is finished, you should call the "Ride Assist" phone number and request transportation be sent to pick you up. The transportation provider will be dispatched and will have up to ninety minutes (90) to arrive for the member's return ride. However, IntelliRide's goal is to always send the closest vehicle, which will reduce wait time. Call the "Ride Assist" phone number as soon as you know the member will be ready for pick up, we want to reduce wait time as much as possible.

Call "Ride Assist" at 1-866-481-9699.

What if I have an urgent/same day trip request?

Urgent/same day trips can be booked through IntelliRide Smart Mobility. Such trips should be true urgent conditions (Not 911) where a physician is requiring you to be seen the same day or the next day. We understand that appointments open and we are dedicated to working closely with Facilities and provide the member with the most efficient service experience. IntelliRide will verify that the doctor's office has an appointment schedule with you, confirming nothing has changed before the trip request is scheduled.

What are examples of Urgent Trips?

IntelliRide is dedicated to supporting the medical community, it is important for us to work together and understand that purpose of the "Urgent Trips", which is less than the 48 hours noticed required when scheduling non-medical transportation:

- Doctors' appointments deemed urgent by physician
- Dialysis – any change to the schedule, please notify IntelliRide immediately
- Wound care
- Chemotherapy - – any change to the schedule, please notify IntelliRide immediately
- Radiation

What levels of service are covered through IntelliRide Smart Mobility for the Hawaii Health Plans?

The level of service describes the type of service needed to transport a member. A member can travel by one of several levels of service based on their physical needs. See below:

- **Mass Transit** - Where available and suitable for the physical condition of the member. This will be the mode of transportation for ambulatory members who reside less than 3/4 of a mile from a transit stop, 3/4 of a mile from the medical office and can walk that distance unescorted. IntelliRide's system can determine your eligibility and if you refuse to take this service, you must get a "Medical Necessity Form" from your primary physician and your doctor must send this form to Ohana Health Plan for approval. Until IntelliRide receives the approved "Medical Necessity Form", you are required to take "The Bus".
- **Handi Van** – Handi Van eligible riders can be sent handi van coupons for all trips scheduled through IntelliRide. Just let the IntelliRide reservation specialist know you are eligible to ride "Handi Van" and they will work with you to get the right amount of passes out to you via mail.
- **Mileage Reimbursement** – friend or family member can transport the eligible Ohana member to their medical appointment and be reimbursed a "per mile" rate of .50 cents per mile.
- **Ambulatory** - This is a member who is able to walk on their own or with the assistance of a walker or cane and able to be picked up and dropped off at the curb. This is curb-to- curb transportation.
- **Ambulatory Door to Door** – This level of service requires a medical necessity form to be on file. The medical necessity form is completed by a medical professional who has determined that the ADD level of service is medically necessary. This service requires the driver to assist you from the door of your home to the door of the medical office. The driver is "NOT" allowed to go through the door, ride in an elevator to additional floors in the medical facility or assist through several doors which leads to the check in desk, etc.
- **Wheelchair** – Available to members confined to a wheelchair that due to either physical weakness or mental impairment they must travel with their own wheelchair. If assistance is needed, please inform IntelliRide Smart Mobility at the time the reservation is called in! Transportation companies may dispatch a vehicle with just a driver, no attendant.
- **Stretcher** – Available to members who cannot transport in a wheelchair due to either a physical weakness or may be bedridden and do not require any monitoring during transport.
 - **Inter-Island transports**- Prior authorization from Ohana Health Plan is required for Inter-Island transports.
 - **Non-Emergent ALS/BLS Ambulance**: Only available when a facility or hospital requests this level of service.
 - **Air Ambulance**- Prior Authorization is required for Air Ambulance transports

Member's transportation can be arranged with IntelliRide Smart Mobility for the following islands: Oahu, Maui, Molokai, Lanai, Kauai, East Hawaii (Kona) and West Hawaii (HILO)

Can you ask for a preferred transportation provider?

- Yes, please mention this when scheduling transportation. IntelliRide Smart Mobility will note the request on the trip and will do everything they can to honor the facility's request, depending on availability of the transportation provider and/or if the preferred provider is a participant in the IntelliRide Smart Mobility network. Even though the request will be documented, trip assignment will be based on routing criteria, closet vehicle and transportation compliance. **IntelliRide Smart Mobility does not guarantee that a preferred provider will be assigned based on a request.**