

Presbyterian Centennial Care Transportation, Lodging, and Meals Frequently Asked Questions (FAQ)

We are here to help you with your Presbyterian Centennial Care transportation, lodging, and meals benefits. Please use this FAQ to answer questions most often asked about these benefits. If you need more help, please call the Presbyterian Customer Service Center at (505) 923-5200 or 1-888-977-2333.

How Your Transportation Benefit Works

Presbyterian has partnered with Secure Transportation to provide non-emergency medical transportation for covered Medicaid services in New Mexico and 100 miles outside the New Mexico state borders (excludes Mexico). You must be an eligible Presbyterian Centennial Care member to use this benefit.

ATTENTION: Non-emergent Transportation Related to COVID-19

Anyone exposed, or possibly exposed, needs to contact the state COVID-19 hotline at 1-855-600-3453. Centennial Care members are instructed to follow up with a healthcare professional or get tested for COVID-19. When scheduling your ride, you will be asked the following questions:

- Have you experienced a cough or fever within the last 48 hours?
- Have you traveled outside of New Mexico within the past 14 days?
- Have you had contact with anyone who has traveled outside New Mexico within the past 14 days?
- Have you been in contact with anyone who has tested positive for COVID-19?

If you answer “yes” to one of the above questions, or you are requesting a ride to be tested for COVID-19, you must wear a mask in the vehicle at all times. Drivers will also wear protective equipment to prevent any possible spread of the virus. Drivers will disinfect vehicles after each transport.

Q: What if I do not have a ride?

A: If you need transportation, you can schedule your ride, or make changes to an existing ride, by calling Secure Transportation at (505) 923-6300 or 1-855-774-7737.

You may also use the free Itineris Passenger™ mobile app if you have an iPhone or Android device. To register for this service, please visit your app store and select the Itineris Passenger app.

You may also call the Presbyterian Customer Service Center at (505) 923-5200 or 1-888-977-2333.

Q: Can I schedule my transportation on my smart phone or home computer?

A: If you have an iPhone or Android device, you can download the free Itineris Passenger™ app from the Apple Store or Google Play, you can schedule a trip, cancel an existing trip or check to see

what trips you having coming up. Secure representatives can help you if you have trouble using the app for the first time.

The link to the Apple Store is: <https://apps.apple.com/us/app/id1502290289>

The link to the Google Play store is:
<https://play.google.com/store/apps/details?id=com.prosc.itineris>

Q: Can I call a transportation provider in my community to schedule a ride?

A: We understand that you may want to ride with a specific transportation provider, but we do need to check a few things first. Luckily, Secure Transportation is a one-stop shop. We can make sure that you are eligible for transportation and take your preference for a transportation provider into consideration. Just let your customer service representative know. Please call Secure at (505) 923-6300 or 1-855-774-7737.

Q: How far ahead of time do I need to call for a ride?

A: We require 48 hours' notice for most routine appointments. There are exceptions if you need urgent care or are discharged from a hospital or long-term care facility. But, if you need emergency care, please call 911.

Q: What if I need same-day transportation?

A: If you are having a medical emergency, please call 911. Same-day transportation can be scheduled for urgent healthcare services or related appointments. To see if you are eligible, please call Secure Transportation at (505) 923-6300 or 1-855-774-7737. Secure will call your provider to confirm the appointment before approving the transport.

Q: What if I am being released from the hospital?

A: Please call us. Or have your nurse or hospital representative call us as soon as you know when you will be discharged. Transportation will be scheduled same-day and often occurs within two (2) hours.

Q: What if the release from an in-patient hospital/facility is delayed?

A: If your release is delayed, please let us know as soon as possible so that we can reschedule your transportation. You may call us at 1-877-556-9144. If transportation arrives before we receive your call, it will be cancelled, and transportation will need to be rescheduled which can prolong your wait time.

Q: Where can a homeless member be picked up or dropped off?

A We understand that homeless members may not have a permanent address to receive transportation. Our customer care representatives will work with our homeless members to schedule pick-up or drop-off locations based on their individual needs (i.e., medical or behavioral health provider's office, homeless shelter, business location, park, family or friend's place).

Q: What if I need a ride to a detox facility? What steps should I follow?

A: If you need immediate or emergent care, please call 911. Otherwise, contact Secure Transportation to coordinate your care as same-day services may be available for transportation to a detox facility.

Q: Should I call Secure if I need an ambulance to and from a doctor or other healthcare provider appointment?

A: Secure can help you with ground ambulance. Presbyterian will help you arrange all **non-emergency** ambulance services. You, your provider's office, or your nurse care coordinator should call Secure to schedule your transportation.

Q: What if I need emergency transportation?

A: If you are having a medical or mental health emergency, please call 911 immediately.

Q: What if I need transportation outside of New Mexico?

A: Secure Transportation can coordinate travel within 100 miles of the New Mexico border. If care is needed beyond 100 miles outside of New Mexico, please call the Presbyterian Customer Service Center at (505) 923-5200 or 1-888-977-2333. They can help get the right authorizations and help coordinate meals and lodging if appropriate.

Please keep in mind that Secure Transportation and Presbyterian Health Plan (PHP) do NOT provide coverage in Mexico.

Q: What information will I need when calling Secure to reserve a ride?

A: To schedule transportation, please have the following information available:

- ✓ Your full name, date of birth, and Presbyterian Centennial Care member identification (ID) number from your Presbyterian insurance card
- ✓ Date and time of the appointment
- ✓ Name, address and phone number of the provider you will be seeing
- ✓ A list of your special needs (medical equipment, oxygen, wheelchair, walker, medical attendant, etc.)
- ✓ Reason for the appointment (You do not need to give the details of your appointment, only the type of appointment, such as, primary care, dental, vision or behavioral health. Secure will call your doctor or other healthcare provider to verify your appointment time.)

Q: If my appointment changes, do I need to cancel my ride?

A: You can make changes to your trip without cancelling it, but we do need 24 hours' notice. Please call us at (505) 923-6300 or 1-855-774-7737 as soon as your appointment changes.

Q: What time will I be picked up on the day of my appointment?

A: Your customer service representative will let you know what time you can expect the driver. Please keep in mind that your driver may arrive up to 15 minutes before, or as late as 15 minutes after, your scheduled time.

For example, if you are scheduled to be picked up at 9 a.m., your driver may arrive anywhere between 8:45 a.m. and 9:15 a.m. Please be sure that you are ready to go at any time during this window.

Q: What if my appointment is running late?

A: Because return transportation is scheduled after you are finished with your appointment, there is no need to notify us if your appointment is running longer than expected. Simply call us at (505) 923-6300 or 1-855-774-7737 when you are finished, and we will send your driver.

Dialysis Members: If you are attending a dialysis appointment, your return ride is pre-scheduled. If there are any delays or changes, please call us to let us know as soon as possible.

Q: What if my doctor or other healthcare provider sends me for tests or lab work?

A: If your tests or lab work are scheduled at the same place, you may complete those before you call us to let us know that you are ready to go home. If you need transportation to another location to complete these items, let your Secure customer service representative know when you call (505) 923-6300 or 1-855-774-7737. Transportation will be scheduled to allow you to complete your tests or lab work.

When you are finished with your tests or lab work, call us back and we will schedule your transportation back home.

Q: What if I need transportation for my child?

A: Parents or guardians can schedule transportation for their child by providing the child's member ID and verifying some information. Your customer care representative will be able to help you through this process and get your child's ride scheduled.

A parent or legal guardian must ride with a child who is under 12 years of age. If the transport is between a Treatment Foster Care to a Core Service Agency the parent or legal guardian must travel with the child. If the parent can't go, then the legal guardian will provide agency staff.

A child 12-18 years old can ride alone only if the parent or legal guardian signs a Waiver and Release Form and provides emergency contact information. If you are under 18 years old, you can bring a parent/guardian with you to your appointment. All Secure drivers can give you the Waiver Release Form or Secure can fax you a copy.

We will work with secure to make sure your child gets there safely and take care of any special needs listed on the emergency contact sheet, which Secure keeps on file. Secure may also call Presbyterian for help reaching out to a parent or legal guardian under unusual emergencies.

Q: If I need help, may I bring someone to help me?

A: You may bring along a personal care attendant if you need assistance. This requires Prior Authorization and a Letter of Medical Necessity so please be sure to call us at (505) 923-6300 or 1-855-774-7737 and let us know in advance so that your driver will be aware that someone will be transporting with you.

A qualified attendant must be over age 18 and must be able to help you. The attendant can't require help themselves. A qualified attendant is someone your doctor or healthcare provider says is required to help you when you go to your appointment. We will not provide transportation for an escort or companion.

Q: If I don't have a babysitter, can I bring my child with me to my appointment?

A: This is generally not allowed. But there may be some exceptions. These situations are handled on a case-by-case basis.

Q: My doctor or other healthcare provider wants me to see another healthcare provider. Will Secure take me?

A: Secure Transportation can coordinate travel to any healthcare provider you are referred to within 100 miles of the New Mexico border. Should care be required beyond 100 miles outside of New Mexico, please call the Presbyterian Customer Service Center at (505) 923-5200 or 1-888-977-2333. They can help get the right authorizations and help coordinate meals and lodging if needed. We do not provide transportation outside of your city if you refer yourself for services.

Please keep in mind that Secure Transportation and Presbyterian Health Plan do NOT provide coverage in Mexico.

Q: If I am a "Medicaid Waiver Recipient," am I able to have regular transportation under my Presbyterian Centennial Care benefit plan?

A: when the service is a Presbyterian Centennial Care covered benefit, Secure will provide transportation to covered Medicaid waiver facilities. This includes:

- occupational therapy,
- physical therapy,
- speech therapy, and
- behavioral therapy services.

Q: I am allergic to strong scents and odors. Will this be a problem when traveling with Secure?

A: This will not be a problem and is something that we see often. Let your Secure customer service representative know. Your trip will be notated correctly to ensure that the driver is free of any perfume, cologne or other irritants and that the vehicle is odor free as well.

Q: The drive to and from my appointments is going to last all day. May I bring food and something to drink with me?

A: There is generally no eating or drinking in the vehicle. But, if it is medically necessary for you to bring food or drink while traveling, let your Secure customer service representative know when you schedule your ride so that the driver can be informed. You must bring the food and drink in sealed containers.

Q: What about transportation to health-related education classes?

A: Transportation for physical or behavioral health classes is covered **only** if transportation is for a diagnosis **and/or** part of a treatment plan that Medicaid covers, such as:

- diabetic classes,
- smoking cessation,
- nutrition classes,
- prenatal classes, etc.

Secure will confirm the class and make sure transportation is covered. Transportation to Alcoholics Anonymous (AA) classes are not covered.

Q: What if I can't travel in a Secure vehicle because of my medical condition?

A: Secure Transportation offers a wide variety of vehicles to meet all needs. From sedans to wheelchair accessible vehicles to ambulances, we can accommodate nearly all requests. Please reach out to your Secure customer service representative to best determine what vehicle will meet your medical needs.

Requests for member mileage reimbursement will be reviewed on a case-by-case basis and must meet certain conditions. A letter of medical necessity from your provider may be required.

Q: I feel more comfortable taking my own vehicle. Can I be paid back for mileage if I do not take Secure?

A: In some cases, Presbyterian may pre-approve mileage reimbursement before your scheduled appointment. These are handled on a case-by-case basis and must meet certain conditions.

- ✓ The Presbyterian Customer Service Center will make sure that Secure Transportation is not able to transport you.
- ✓ Your trip must be more than 65 miles one-way.
- ✓ Your trip must be medically necessary and your appointment must be with the closest and most appropriate provider.
- ✓ We may need a letter from your provider telling us why this trip is medically necessary (needed). We will need the letter before we approve your request.
- ✓ If pre-approved, you will be paid back after we make sure that you went to the appointment.

Q: I need to drive to another city for emergency surgery. Can I be paid for mileage?

A: If you need emergency transportation for a life-threatening situation, please call 911 or the emergency phone number in your area. Presbyterian covers emergency transportation by ambulance, air ambulance, or specialty equipped van. Urgent and emergency situations are handled on a case-by-case basis. For more instructions, please call the Presbyterian Customer Service Center at (505) 923-5200 or 1-888-977-2333. You can also call Secure at (505) 923-6300 or 1-855-774-7737.

Q: How am I paid for mileage after I have received approval from PHP?

A:

- ✓ If your mileage reimbursement was approved by PHP before your appointment, you will need to fill out a Mileage Reimbursement form. You can call the Presbyterian Customer Service Center for the form.
- ✓ You will have 90 days from the date of your appointment to send the form back to the Presbyterian Customer Service Center.
- ✓ After Presbyterian makes sure that you went to your appointment, we will process your request.
- ✓ Presbyterian will mail a check to your address on file within 30 days from when we get your Mileage Reimbursement form.
- ✓ PHP bases our mileage reimbursement on HSD's Fee-for-Service New Mexico Medicaid Fee Schedule which may be found on HSD's website.

How Your Meals and Lodging Benefits Work

Q: Will Presbyterian pay for my lodging and meals?

A: Presbyterian will pay for lodging for members who meet medical criteria and must travel more than four hours one way for medical services. Presbyterian must approve your request ahead of time before we will cover lodging unless you have an emergency.

If approved ahead of time, Presbyterian will pay members back for meals for members and approved attendant(s) who must leave their home community for eight hours or more for medical or behavioral health services. PHP bases our reimbursement for meals on HSD's Fee-for-Service New Mexico Medicaid Fee Schedule which may be found on HSD's website. Unless you have an emergency, we must approve your request ahead of time before we will pay you back for your meals. The member's medical or behavioral health provider must let us know in writing that there is a medical necessity for a qualified attendant.

Q: How do I request reimbursement for meals and lodging?

A: If approved, the member will receive a reimbursement packet giving directions for what to submit and timeframe allowed for submission. Submissions will include:

- ✓ Member's name
- ✓ Member's Medicaid number or Presbyterian ID number
- ✓ Attendant's name and relationship to patient
- ✓ Date(s) of medical or behavioral health services
- ✓ Provider(s) name, address, and phone number
- ✓ Original dated itemized receipts

Sometimes, lodging is paid for ahead of time by Presbyterian. If you pay the hotel bill and you received prior approval from Presbyterian, you can call the Presbyterian Customer Service Center at (505) 923-5200 or 1-800-977-2333 to ask for a reimbursement form. If approved ahead of time, Presbyterian will pay you back for room and tax only. PHP bases our lodging reimbursement on HSD's Fee-for-Service New Mexico Medicaid Fee Schedule which may be found on HSD's website. You will be paid back within four to six weeks from the date you send us your paperwork. The items we **do not** pay for include, but are not limited to: in-room movies, phone charges, room service, laundry, and other convenience items.

Please mail your completed reimbursement form and original receipts to:

Presbyterian Centennial Care
Presbyterian Customer Service Center
Attn: Travel Coordinator
P.O. Box 27489
Albuquerque, NM 87125

Q: What if I need out-of-state transportation, meals, and lodging?

A: Presbyterian must pre-approve all out-of-state transportation, meals, and lodging. You should call the Presbyterian Customer Service Center at (505) 923-5200 to see if you qualify for meals, lodging, and transportation.

Air/Ground Ambulance – In-state and Out-of-state

Q: Do I call Secure if I need ambulance services to and from a doctor or healthcare provider appointment?

A: Please do not contact Secure for non-emergent ambulance services. You should call the Presbyterian Customer Service Center at (505) 923-5200 or 1-888-977-2333. They will help with the prior authorization process. If you have a care coordinator, he/she can also help with the prior authorization process.

A non-emergent ground ambulance service requires prior authorization (with the exception of facility-to-facility transfers). Prior authorization is required prior to the time of ground transport, and is only approved if the member can't be transported by any other means without endangering the member's health. The member must be bed-confined which means the member must meet all of the following three criteria:

- ✓ Unable to get up from bed without assistance
- ✓ Unable to ambulate
- ✓ Unable to sit in a chair (including a wheelchair)

Q: If I have a complaint about a transportation provider, what process should I follow?

A: If you have a complaint about your transportation experience, please call the Presbyterian Customer Service Center. They will help you with the process. Presbyterian will research the complaint and will send you a letter about the investigation and resolution.

Contact Us

The Presbyterian Customer Service Center is here to help. You can reach us at:

Phone: (505) 923-5200 or 1-888-977-2333
Navajo/Dine phone line: (505) 923-5157 or 1-888-806-8793
TTY: 711 or 1-800-659-8331
Email: info@phs.org

To check your benefits, find a doctor or other healthcare provider, and much more, please visit the Presbyterian website at **www.phs.org**.

Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation or gender expression. If you need language assistance, services are available at no cost. Call (505) 923-5420, 1-855-592-7737 (TTY: 711).

ATENCIÓN: Si usted prefiere hablar en español, están a su disposición servicios gratuitos de ayuda lingüística. Llame al (505) 923-5420, 1-855-592-7737 (TTY: 711).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíłnih (505) 923-5420, 1-855-592-7737 (TTY: 711).

For more information, visit <https://www.phs.org/pages/nondiscrimination.aspx>.

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