

NEED A RIDE?

**MDwise members can get
FREE TRANSPORTATION
to doctor and dentist visits.**



MDwise has a program called RIDewise. This program covers rides to and from a doctor, dentist or clinic each year. You should save your trips for when you cannot get a ride any other way. If available in your area, MDwise may give you a bus pass for your trip to the doctor. You can also request Gas Mileage Reimbursement. If you need an urgent trip, let us know.

Gas Mileage Reimbursement:



You, a friend or even a relative can drive to a doctor, dentist or clinic and be paid back. Just call **1-800-356-1204** and choose the transportation option. Let the person who answers the phone know you want to use gas mileage reimbursement. If you don't schedule your trip and get it approved, your friend or relative may not get paid back for the trip.

Your driver must have current insurance on their car and a valid driver's license if they want to transport you. MDwise will send you a form to fill out about how many miles you drove to and from the appointment. You will also need to get the doctor's signature on the form.

To Schedule a Ride:



You should call MDwise customer service at **1-800-356-1204** to set up a ride the same day you call for your appointment. You must call at least two days before your doctor's appointment to get a ride. For example, if your visit is on Monday, you must call by the previous Thursday at the latest. For urgent** appointments, there is no need to call two days before. Weekend days and holidays do not count. If you cancel or change your visit, call MDwise right away to cancel or change your ride.

Schedule your appointment with your doctor, dentist or clinic before you call to schedule a ride.

When you call:

1. Have your member ID card ready when you call to schedule a ride.

You will also need to know:

- Your address and phone number.
- The date and time of the visit and the time you think it will end.
- The name, address and phone number of the doctor, dentist or clinic.

2. Call MDwise customer service at **1-800-356-1204** to reserve your ride. Listen carefully and pick the transportation option.



You must call between 8:00 a.m. and 8:00 p.m., Eastern Time, Monday through Friday. MDwise does not cover trips to the pharmacy.

**Urgent appointments: dialysis, radiation, wound care, chemotherapy, discharge and outpatient surgery.



(See reverse side for Hoosier Healthwise and Healthy Indiana Plan (HIP) transportation benefits.)



Hoosier Healthwise

MDwise covers transportation to doctor, dental or clinic appointments for all members. If you want to schedule transportation, call customer service at **1-800-356-1204** and choose the transportation option. You must call at least two days before your non-urgent doctor's appointment to get a ride. For urgent** appointments, there is *no need* to call two days before. If you cancel or change your visit, call MDwise right away to cancel or change your ride.



Healthy Indiana Plan

MDwise covers transportation to doctor, dental and clinic appointments for all members. If you want to schedule transportation, call customer service at **1-800-356-1204** and choose the transportation option. You must call at least two days before your non-urgent doctor's appointment to get a ride. For urgent** appointments, there is *no need* to call two days before. If you cancel or change your visit, call MDwise right away to cancel or change your ride.



You should only take an ambulance when it is a true emergency. See the member handbook for examples of true emergencies. If you think your problem could cause lasting harm or loss of life, call 911.