



Humana Healthy Horizons in Louisiana Transportation FAQs

How do I schedule a ride?

You can call our reservation line at **1-844-613-1638 (TTY: 1-800-846-5277 or 711)**. As a Humana Healthy Horizons® in Louisiana member, you can get rides to your medical appointments at no cost. Please call at least 48 hours ahead of time to schedule a ride. With less than 48 hours notice, there is a chance a provider may not be able to accommodate your trip due to short notice or no availability.

What information is needed when calling to schedule a ride?

You will need your Humana Healthy Horizons ID number (found on your member ID card, beginning with an H), the date, time, and name and address of the healthcare provider you will be seeing.

How can I make changes to a scheduled ride?

To make changes to a scheduled request, please call **1-844-613-1638 option 2 (TTY: 1-800-846-5277 or 711)** at least 48 hours before your trip so we have time to make changes.

How do I cancel a scheduled ride?

If your appointment is canceled or you are unable to attend, please call **1-844-613-1638 option 2 (TTY: 1-800-846-5277 or 711)**. Please try to cancel at least 24 hours before the scheduled ride.

May I bring additional passengers?

You may bring 1 additional passenger or -attendant.

When will I be picked up for my scheduled ride?

Please be ready to leave up to 2 hours before your scheduled appointment time. Your driver may arrive anywhere from 15 minutes to 2 hours before your appointment, depending on:

- The time it takes to travel to your destination.
- Whether or not you will be sharing a ride with another person. For longer trips or during heavy traffic times, expect them to arrive earlier.

How long will the driver wait for me?

The driver will wait for 10 minutes and will try calling you at the phone number you provided when scheduling your trip request with the broker. Please let us know ahead of time if your contact number changes.

Humana Healthy Horizons® in Louisiana

When will my ride pick me up after my appointment has ended?

There is a 2-hour window for pickups after the appointment has ended. Please call **1-844-613-1638** option 2 (TTY: **1-800-846-5277** or **711**) to let us know you are ready to return home, and we will notify your driver. Enrollees shall be picked up within the healthcare provider's business hours

Are car seats or wheelchairs provided?

No, you must provide your own car seat or wheelchair. If you need assistance or have questions on proper equipment, please contact Member Services at **1-800-448-3810 (TTY: 711)**, Monday – Friday, from 7 a.m. – 7 p.m.

How far in advance can I schedule a ride?

You can schedule a ride up to 30 days prior to your appointment.

What is the gas reimbursement program?

As a member, your friends and family may be eligible to get paid for providing you a ride to and from your medical appointment. The family member or friend who will receive the reimbursement may not live at the same physical address as you.

To qualify, you must complete an enrollment form. Be sure to have your driver's license and vehicle information ready when you fill out the **form**.

Public transit

We also offer public transit when members are within a quarter-mile walking distance of both the pickup and drop-off address.

All passes are monthly (31-day passes), and the first date of use is when your time starts. They are sent by certified mail and must be signed for.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **1-800-448-3810 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 7 p.m. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618.
If you need help filing a grievance, call **1-800-448-3810** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the
U.S. Department of Health and Human Services, Office for Civil Rights
electronically through their Complaint Portal, available at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

Auxiliary aids and services, free of charge, are available to you.
1-800-448-3810 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Humana Healthy Horizons in Louisiana is a Medicaid product of Humana Health Benefit Plan of Louisiana Inc.

Language assistance services, free of charge, are available to you.
1-800-448-3810 (TTY: 711)

English: Call the number above to receive free language assistance services.

Español (Spanish): Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

Français (French): Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

Tiếng Việt (Vietnamese): Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

繁體中文 (Chinese): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Português (Portuguese): Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

ພາສາລາວ (Lao): ໂທຫາເບີໂທລະສັບຂ້າງເທິງ ເພື່ອຮັບບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາຝຣັ່ງ.

日本語 (Japanese): 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

اُردُو (Urdu): مفت لسانی اعانت کی خدمات موصول کرنے کے لیے درج بالا نمبر پر کال کریں۔

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

فارسی (Farsi): برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Русский (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

ภาษาไทย (Thai): โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี