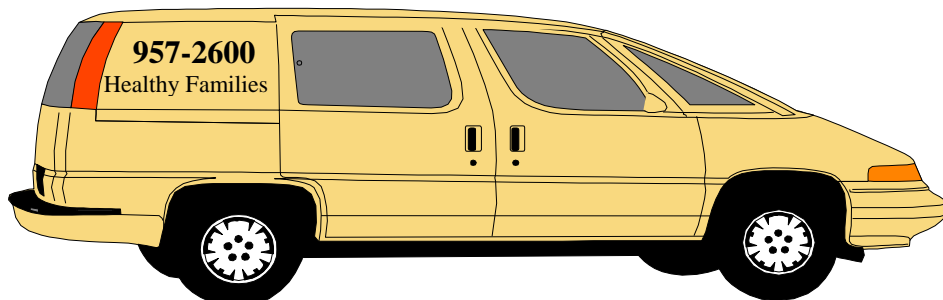


HEALTHY FAMILIES TRANSPORTATION GUIDELINES

We would like to provide you with the highest quality of service for you and your family. We service anywhere from 500-750 families at any one time. Because of this, there are certain rules for transportation that we all must follow. **Your understanding and keeping with these rules are appreciated.**

1. You must be an active member of Healthy Families- this means you have completed your Initial Assessment with your Assessment worker you have had your first visit with your Healthy Families-Family Support Specialist. If you have only met with the Community Health Worker or Family Resource Specialist- transportation will only be done on an exception/emergency basis.
2. Transportation will be available between the hours of **8:30am** and **4:00pm**. Please schedule appointments early in the day. Transports scheduled for 4pm will be **ONE WAY** only.
3. **Due to the volume of requests, participants may use the van a maximum of twice a month.**
4. Please request transportation as soon as you know you need it (at least 48 hours in advance). It is unlikely to be able to provide same day transportation.
5. When you request transportation please have the address and phone number where you will be picked up and dropped off and the address and time of your appointment.
6. **We cannot guarantee a ride.** We will let you know as soon as possible if we are unable to transport you. If this happens your home visitor will assist you with finding other transportation.
7. If you need to cancel, please call as soon as possible. If you can't reach your home visitor you can talk with the secretary or leave a message on voice mail. This will free up space for other families.
8. If you are not home or call to cancel for scheduled transportation **3** times you may lose your van privileges.
9. All children under 8 and 80lbs must be in a car seat. All children over 8 and 80lbs and adults must wear a seatbelt as stated by Indiana State Law.
10. No food, drink or smoking is allowed in the van at any time.
11. No one is to be left alone with the van driver. Everyone in your family must exit the van at appointments- this will enable the driver to go to the next scheduled transport. *Children are never to be left alone with the van driver*
12. If you have received your *Medicaid card* you will be asked to take a Medicaid cab to Dr. appointments- this will free up spots for families who are not fortunate enough to have Medicaid benefits.
13. We cannot provide transportation for personal errands such as trips to the grocery store, etc. or to job interviews. Although job interviews are important, if you obtain the job you will need to have your own transportation.
14. No transportation to food pantries will be scheduled outside of your zip code area.
15. We will provide transportation for the following:
 - ✓ Doctor, Mental Health, and Dental Appointments
 - ✓ Food Stamp Office
 - ✓ Food Pantries and Community Centers within your zip code area
 - ✓ Appointments with Case Workers
 - ✓ WIC appointments and voucher pick up
 - ✓ Trustees Office
 - ✓ All others as approved by your home visitor.



The guidelines above apply to transportation provided by the van driver or by any other Healthy Families staff.



Traditional Medicaid Transportation Providers

ALL DAY RIDES

(317) 345-0001

AMERICAN TRANSPORTATION

(317) 833-8778 OFFICE/SCHEDULING

AMERICAN UNITED SHUTTLE & LIMO, LLC.

(317) 248-8888

ANTHEM MEDICAID, LCP TRANSPORTATION –

PROMPT #2 FOR MHS & MDWise PT'S

1-800- 508-7230 SCHEDULING

FOLLOW RECORDING

1-888- 732-2097 URGENT CARE-

DOCTOR ONLY MUST CALL

COMPASSIONATE MEDICAL TRANSPORTATION

(317) 921-1076 OFFICE/SCHEDULING

DISTINCTIVE TRANSPORTATION SERVICES

(317) 598-1664

EMAS, INC. (EMERGENCY MEDICAL AMBULANCE SERVICE, INC.)

(317) 243-7917 MAIN OFFICE/DISPATCH

H & R TRANSPORTATION

(317) 724-2439 OFFICE/SCHEDULING

HEALTHY BABY EXPRESS –

PREGNANT WOMEN ONLY

(317) 684-4337 OFFICE/SCHEDULING

INDYGO-OPEN DOOR-

APPLICATION PROCEDURE IN ADVANCE

(317) 614-9229

INDY AIRPORT TAXI –

ACCEPTS MHS & MDWise PATIENTS ONLY

(317) 381-1111 DISPATCH

K & M TRANSPORTATION

(317) 222-0688 OFFICE/SCHEDULING

LET'S GO TRANSPORTATION

(317) 833-0085 OFFICE/SCHEDULING

MIDWEST MEDICAL TRANSPORTATION

(317) 652-4744 OFFICE

MUAWANA TRANSPORT LLC –

WHEELCHAIR PT'S ONLY

(317) 513-1077 OFFICE/SCHEDULING

NEED A LIFT

(317) 244-1314

PRIDE TRANSPORTATION

(317) 609-0483 OFFICE/SCHEDULING

REIGN TRANSPORTATION

(317) 336-1600 OFFICE/SCHEDULING

RURAL METRO AMBULANCE

1-800-539-2614 OR (317) 955-3500

SWEET CHARIOT TRANSPORTATION

(317) 683-6104 OFFICE

TENDER HANDS TRANSPORTATION LLC

(317) 418-9595

UTOPIA TRANSPORTATION SERVICE

(317) 362-8553 OFFICE/SCHEDULING

YELLOW CAB-

(317) 487-1430 MEDICAID CALLERS

(317) 487-7777 NON-MEDICAID

ZOOM TRANSPORT SERVICE

(317) 710-3219 OFFICE (317) 632-9666

