

## 2025 Supplemental Transportation Benefit Frequently Asked Questions (FAQ)

### Background Information

Clever Care includes non-emergent medical transportation as a supplemental benefit on all plans for 2025. Non-emergent transportation is allowed to any medical-related benefit (e.g., doctor's appointment, acupuncture appointment, or Pharmacy) but is not allowed to grocery stores. Please make sure to refer to the Evidence of Coverage (EOC) for details on the specific benefit.

Plan	Benefit Description (Annual Allowance)
Longevity	\$0 copay, 24 one-way trips, 30 miles
Total+	\$0 copay, 24 one-way trips, 30 miles PLUS \$0 copay, 24 one-way trips, 30 miles w/LIS
Value	\$0 copay, 16 one-way trips, 30 miles

- **Who is our vendor?**
  - Clever Care's transportation vendor is CareCar and is available 24 hours a day, 7 days a week, and can accommodate wheelchair or gurney transport.
- **Do all Clever Care members have the benefit?**
  - Yes, transportation as a supplemental benefit is available to all Clever Care members for 2025.
- **How do members arrange a nonemergency medical transportation trip?**
  - To schedule a ride, members should call 1-844-743-4344 or go online to [www.getcarecar.com](http://www.getcarecar.com). Trips scheduled under 24 hours are fulfilled to the best of CareCar's ability and are not guaranteed.
- **What type of transport is being used?**

- CareCare uses a variety of services to provide transportation. They use their transport, and also Uber.
- **How much advance notice is required for scheduling a nonemergency medical transportation trip?**
  - Members should call at least 36 hours in advance to schedule routine trips. Trips scheduled under 24 hours are fulfilled to the best of CareCar's ability and are not guaranteed.
  - 48-hour advance notice is preferred for reserving wheelchairs or gurney transportation.
- **Can a caregiver ride with the member to/from the appointment?**
  - Yes, if the caregiver is needed to be with the member.
- **Does the additional person (e.g., caregiver) count against the member's trip limit?**
  - No, the additional person or caregiver does not count against the member's trip limit.
- **How are trips confirmed with the member on the day of the pick-up?**
  - The member will receive a call 10-15 minutes prior to pick up by the driver or a CareCar representative to provide an ETA.
- **Can the member go to the pharmacy?**
  - Yes, after the appointment the member can go to the pharmacy to pick up prescribed medications. The member must notify the vendor when scheduling the trip that he/she needs to pick up a prescription on the return trip. The member should also ask the provider to call in the prescription, so it's a shorter wait time at the pharmacy.
- **Does the trip to the pharmacy count as another trip?**
  - Yes, the trip to the pharmacy does count as a separate trip.
- **Is there a mileage limit?**
  - Yes, a trip within 30 miles is covered. There is a hard stop at 30 miles. A trip over 30 miles is not covered unless the member wants to use multiple trips.
- **How are cancellations handled?**
  - Cancellations require 24-hour notice, or the member will be deducted a one-way trip.

- **What type of trip options are available?**

- Ambulatory curb-non assisted member meets driver at the curb
- Ambulatory assisted/door. Member can walk but needs help to the car
- Standard wheelchair
- Bariatric wheelchair-larger wheelchair
- Gurney-a wheeled stretcher used for transporting hospital patients
- Bariatric gurney-an oversized wheeled stretcher used for transporting hospital patients
- Rollator assisting walker
- Folding walker
  - The main difference between a walker and a rollator is that a walker is a frame with handles and legs that need to be lifted for movement, whereas a rollator has wheels and is pushed. A walker allows a slower pace while a rollator, with three or four wheels, features hand-operated brakes and may have a seat to use when resting.
- Ambulatory door-to-door. Member can walk but needs assistance from door to car and car to door