



TO SCHEDULE

Paramount Advantage transportation assistance, call **1-866-837-9817**, Monday to Friday, 7 a.m. to 7 p.m. (TTY users call **1-800-750-0750**.)

Vehicle Transportation

A cab, van or Lyft driver provides non-emergency cab, share-a-ride or wheelchair-accessible ambulette service.

Public Transit

Member is mailed a bus pass (only available in areas where public transit is offered). Ask how to get a monthly pass!

Mileage Reimbursement

Member drives to the appointment, or has someone drive them, and is repaid via check at a set rate for mileage, which may take 30 days from date of appointment to process. Mileage reimbursement may not be backdated.

To schedule transportation, you will need the following information:

- Your Paramount Advantage ID number (A _____)
- The date and time of your appointment.
- Your current address and phone number for pickup.
- The appointment address and phone number for drop-off.**

*** Schedule up to 30 days in advance, but no later than 2 full business days (48 hours) in advance.*

IMPORTANT REMINDERS

- All minors must have a parent or guardian with them when using Advantage transportation assistance.
- It is the responsibility of the parent or guardian to bring their own safety (car) seat and/or booster as required by Ohio law.
- You must cancel or reschedule your transportation 24 hours in advance for the trip not to count against your trip limit.

All you need is a little **ADVANTAGE**.

To help guarantee the best in customer service, please call Paramount Advantage **Member Services** with questions or concerns.

CONTACT INFO | www.ParamountAdvantage.org



Member Services
1-800-462-3589
TTY 1-888-740-5670



24-Hour Nurse Hotline
1-800-234-8773
TTY 1-800-750-0750

TRANSPORTATION ASSISTANCE

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www.ParamountAdvantage.org



Transportation Scheduling
1-866-837-9817
TTY 1-800-750-0750

TRANSPORTATION ASSISTANCE

TRANSPORTATION SCHEDULING

You may schedule vehicle transportation, mileage reimbursement* and public bus transportation by calling **1-866-837-9817** (TTY users call **1-800-750-0750**) between 7 a.m. and 7 p.m., Monday to Friday.

How soon before an appointment do I need to schedule transportation?

All transportation must be pre-scheduled. As of Jan. 1, 2018, you may schedule up to 30 days in advance, but no less than 2 full business days (48 hours) in advance. (Example: Request transportation services on Monday for a Thursday appointment.)

M	T	W	TH	F
REQUEST SERVICE			APPT.	

Tip: Ask for a text message reminder.

How do I schedule a return pickup, reschedule or cancel transportation?

Call the transportation call center at **1-866-837-9817**. TTY users call **1-800-750-0750**.

Important reminder: A return pickup can take up to 30 minutes for transportation to arrive when calling for an open-ended pickup (no set pickup time scheduled). If after 30 minutes you are still waiting, call the transportation call center again.

GENERAL Q&A

How many times a year can I use my transportation assistance benefit?

- Every Paramount Advantage member receives 30 one-way trips (30 one-way = 15 round trips) per calendar year (Jan. 1 – Dec. 31).
- If there is not a closer in-network provider, Paramount Advantage will provide transportation to members who **must** travel 30 miles or more from their home to an approved Medicaid-covered appointment and for medically necessary ambulette wheelchair van services without counting against the member's 30 one-way trip benefit.

Note: You must keep your address and phone number updated with Paramount Advantage AND your County Department of Job and Family Services.

What if I am sick now and I cannot give 2 days' notice to schedule transportation?

- A member can schedule an urgent sick call request if a medical provider must see them immediately by calling Member Services. This request may require approval by the medical provider's office before transportation is scheduled.

Important reminder: Based on the time of your request and the availability of drivers, all urgent sick call requests may not be guaranteed transportation.

Where can I go using Paramount Advantage transportation assistance?

- Transportation will be provided to Medicaid-covered appointments, including healthcare, pharmacy, WIC, mental health, vision, dental, prenatal, postpartum and JFS redetermination appointments.

What happens if I am not ready when my transportation provider arrives?

- You are given a specific window for a pickup time. The driver may arrive anytime during this window of time. The driver must wait this window of time in front of your address. After this window of time, the driver can leave, and the trip will count as a "no show." Please make sure you are ready at all times during your pickup window time.

What if I have used my 30 one-way trips or I am interested in other transportation options?

- Contact your local Job and Family Services (JFS) for information on transportation to medical appointments through their Non-Emergency Transportation (NET) program.

SCHEDULE TRANSPORTATION

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Paramount Advantage complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-462-3589 (TTY 1-888-740-5670).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-462-3589 (TTY: 1-888-740-5670).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-462-3589 (TTY : 1-888-740-5670)。