



Transportation Benefit

As a member of Trillium Advantage Dual Special Needs Plan (HMO) and Trillium Advantage Institutional Special Needs Plan (HMO), you are eligible to receive transportation to local scheduled medical appointments. You may have up to 24 round-trips each year. These trips are not for when you have an emergency.

How to use your transportation benefit:

1. To schedule a ride you may call 24 hours a day, 7 days a week.
 - Call 1-866-999-3911 directly
 - TTY: English speaking call 1-800-735-2900
Spanish speaking call 1-800-735-3896
2. Have ready before you call:
 - Your name and your Member ID number
 - The address and zip code where you will be for the pick up
 - The name, address and zip code where you need to go
3. During your call you will be asked several questions to help decide the best kind of transportation for you. Your driver and the kind of ride may change depending on what is available, but all drivers and vehicles meet the Trillium Guidelines.

How the appointment scheduling works:

1. You must have your medical appointment made before you call for the ride.
2. Call the transportation phone number at least four (4) days before the day of the appointment.
3. On the day of the appointment your ride will arrive up to one (1) hour before the appointment time.
4. The driver will give you a card with the number you should call when your appointment is finished.
5. The driver will pick you up within one (1) hour of your call and take you back to your original starting point.

Managing your appointments:

1. If your appointment time is changed or your appointment is cancelled, call the same number you used to schedule the ride.
2. If you do not call to reschedule or cancel your driver you will use up one (1) round-trip of your transportation benefit.

Questions?

Trillium Community Health Plan® Customer Service is available to serve you from 8 am to 8 pm, 7 days a week. Our toll-free numbers are:

- 1-800-910-3906
- TTY users, call 1-800- 279-9750