

People for People Medical Transportation Assistance

HOW CAN I GET HELP TO GET TO MY DOCTOR'S APPOINTMENTS?

For local area trips, call at least two (2) working days in advance. For long distance, out-of-area trips, call five (5) working days in advance. This allows us time to complete Primary Care Referral, Continued Care Letters, etc. It also allows you time to get your vehicle information faxed to our office if you have access to a vehicle.

CALL CENTER HOURS:

Monday-Friday 8:00 am - 4:00 pm

(Closed weekends and all major holidays)

Toll Free: **800-233-1624**

Locally: **(509) 248-6793**

TTY Toll Free: **(800) 606-1302**

TTY Locally: **(509) 453-1302**

WHAT DO I NEED TO HAVE READY WHEN I CALL TO ASK FOR A TRIP AND WHAT QUESTIONS WILL I BE ASKED?

You will need your current ProviderOne/Apple Health Medicaid Card and you will be asked:

- Your Name (as listed on your ProviderOne/Apple Health Medical Card)
- Provider One ID#
- Your date of birth
- Your current street address (directions if necessary) and mailing address
- Telephone number, cell number or a message number
- Email address, if you have one
- Your current transportation resources
- Appointment date and time
- The name and detailed address and phone number of your medical appointment
- Special considerations (i.e. on portable oxygen, low immune system, etc.)
- Location (Doctor's Name/Office or Clinic, Suite#, Department, Floor & Phone)
- Referring doctor name and telephone number for out of local area trips
- Mobility (Walk, Use a Wheelchair, Reclining Wheelchair, Crutches, etc.)
- Escort or other medically necessary attendant going along to help client
- Emergency contact information