



Jim Work
IntelliRide
2222 Cuming Street
Omaha, NE 68102

[Date]
[Recipient Name]
[Street Address]
[City, ST ZIP Code]

Dear [Recipient Name]:

IntelliRide is excited to be the NEW provider of Non-Emergency Transportation (NET). We will partner with the Nebraska Department of Health and Human Services, Division of Medicaid and Long-Term Care. We will start taking your telephone calls at our call center on April 17, 2014 to pre-schedule and authorize transportation for dates of service beginning on May 1, 2014. You received this letter to provide you with the details of the services we offer. We will give you ways to access these services, and let you know your rights and responsibilities. We are sure that you will be very happy with the quality of the services we offer.

Our Reservation Line numbers are Toll free; (844) 531-3783 or Omaha local; (402) 401-6999 Beginning April 17, 2014, our friendly Reservation Specialists (RS) can be reached 8 a.m. to 7 p.m. Central Standard Time (CST), Monday through Friday, to help you.

Our records show that you may be eligible for non-emergency medical transportation for Medicaid coverable services. IntelliRide can set up a trip to the closest provider of that service, in your area. You may be eligible for NET if you are a Nebraska Medicaid client and one of the following describes you:

- You do not have a licensed, working vehicle in your federal household; or
- You do not have a current, valid driver’s license; or
- You are unable to drive due to a documented physical, cognitive, or developmental limitation; or
- You are unable to travel or wait by yourself due to a documented physical, cognitive, or developmental limitation; or
- You are unable to secure free transportation

Reservations Process:

To keep your information safe and secure, our Reservation Specialists will need to confirm four (4) of the following five (5) items on every call:

- 1) Your Name
- 2) Your Date of Birth
- 3) Your Home Address on File
- 4) Your Phone Number and
- 5) Your Medicaid Identification Number



We will also want to know if you:

- 1) use a walker or wheelchair
- 2) are in an authorized Personal Assistance Service (PAS) plan
- 3) use a medical escort
- 4) have special directions and instructions

Important Information:

- All trips must be approved in advance through IntelliRide online system or the call center. The call center is open from 8 a.m. to 7 p.m. CST, Monday through Friday. Online trip requests can be made 24 hours a day, 7 days a week at www.IRideNow.com. Non-emergency trips which are urgent, such as when you are discharged from the hospital, may be made through our call center after 7 p.m. Urgent calls are the ONLY calls taken in person by a Reservation Specialist after 7 p.m.
- Any child age 12 years and under must be accompanied by a responsible adult at least 19 years of age, whose name must be disclosed during the request for prior approval authorization.
- We will schedule your trip with a transportation provider based on the highest quality provider available in your area to meet your needs.
- All non-urgent requests must be made at least three days in advance of the requested appointment time. Non-urgent trips requested with less than three days' notice may not be approved.
- If you have a medical appointment that you go to each week or month (weekly physical therapy, monthly prescription pick-ups, ongoing dialysis appointments, etc...) you can call in and set these trips up in the system at one time. Please be aware that these trips will automatically be canceled if you lose program eligibility or if you are reported as a no show by the transportation provider. If you know you will miss an appointment, you will need to notify a Reservation Specialist 24 hours in advance of your estimated pick up time to avoid cancellation of your future advance trip requests.
- You have the ability to schedule a pick up time for your return trip, or you can let us know that you will be calling back in on the Date of Service to request a pick up time. To request a pick up on the Date of Service you must call the IntelliRide customer service center at (844) 531-3783. Do not call the transportation provider directly.
- For TTY Service, call our call center at (402) 401-6998.
- When you call or use the online system be sure to have the following information ready: complete pick up address, drop off address (including facility name if applicable, name of doctor/office, hospital, etc.), city, and zip code as well as the date and appointment time



- It is important to write down your estimated pick up time. Your RS will give this to you during your call.
- If your request for trip approval is denied and you are not satisfied with IntelliRide decision, you have the right to request a state fair hearing to appeal the decision. You can request a Nebraska State Fair Hearing to appeal the denial of service by calling 844-531-3783.

Online Trip Reservation and Information:

You may get updated information as it becomes available online at www.iridenow.com.
Online Trip Preauthorization: Call toll free (844) 531-3783 or Omaha local (402) 401-6999 to provide your email address to our Reservation Specialists. We will send an email to you with instructions on how to register online. Once you have registered online, your Username and Password will give you access to our online reservations system. This will allow you to preauthorize transportation 24 hours a day, 7 days a week.

If you have any other questions or need any additional information, please feel free to call one of our Reservation Specialists any time after April 17, 2014 between the hours of 7 a.m. – 8 p.m. CST
We look forward to serving you.

Sincerely,
Jim Work
Jim Work
General Manager


www.iridenow.com