

TRANSPORTATION HANDBOOK



HOW TO ACCESS TRANSPORTATION

Independence Care System covers transportation to and from medical appointments or adult social day program activities that are part of a member's care plan. All trips must be within our catchment area—the Bronx, Brooklyn, Manhattan and Queens. ICS provides transportation using car service, ambulette or ambulance, depending on your needs.

TO SCHEDULE TRANSPORTATION

- Contact us a minimum of 48 hours (2 business days) prior to the appointment at 1-877-427-2525.
 - If your appointment is on a Monday, please remember to make reservations the Thursday before.
 - Reservations must be made Monday through Friday, between 8:00 a.m. and 6:00 p.m.
- If your appointment is the day after an ICS holiday (see list of holidays on Page 5), you must book your transportation a minimum of 2 business days before the scheduled holiday.
- Transportation reservations CANNOT be made on weekends. Please make sure you schedule all of your requests during regular business hours.
 - When you call, you will need the following information:
 - Your date of birth
 - Your medical provider's name and phone number
 - Your medical provider's complete address, including zip code

- If you reserve your transportation by leaving a voicemail, you must leave all of the following information. If all of the information is not provided, we will not be able to schedule your trip. You will receive confirmation that your trip has been scheduled from the transportation provider.
 - Your name
 - Date of birth
 - Phone number
 - Full home address
 - Date of appointment
 - Pick-up time and return time
 - Appointment address, including zip code
 - Doctor's name and office number
 - Any special accommodations needed.
- Please let us know when making your reservation if you have a wheelchair, need oxygen, or if you have any other special needs.

IF YOU NEED AN AMBULANCE OR AMBULETTE

- Your Care Manager must send the request to transportation.
- Your doctor must fax a letter of medical necessity to the Transportation department at 1-718-907-1672.
- The letter must be received by ICS *before* ambulance/ambulette transportation can be arranged. Please call ICS at 1-877-427-2525 to confirm that the letter has been received.



ICS IS CLOSED FOR THE FOLLOWING HOLIDAYS:

- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day
- New Year's Day

PLANNING YOUR PICK-UP TIME

Please plan for extra time for your trip. Traffic, weather, selected routes and a passenger's destination can impact travel time. We suggest you request a pick-up time that is one hour before your appointment time for trips in the same borough, and two hours before your appointment time for trips between boroughs. This will help avoid late pick-ups and late arrivals to your medical appointments.

THE DAY OF YOUR TRIP

- Please remember to be ready for pick-up at the scheduled time.
- Please be outside or in a location where you can see the vehicle.
- Please have your cell phone with you (if you have one) for emergencies.

TRAVEL RULES

- ICS does not provide emergency transportation. Emergency transportation includes trips to the emergency room, same day trips or next day trips.
- ICS will only pay for up to three one-way trips per day.
- The driver is required to wait only 15 minutes for you; it is very important that you be ready at your scheduled pick-up time.
- Drivers are not allowed to accept any tips.
- Drivers should not ask you for any personal information; any information needed for billing services will be provided by ICS.
- The driver is not allowed to take you to any location other than your home on the way back from medical appointments or the day program.
- If needed, an aide can accompany you on the trip; however, only one adult over the age of 18 is allowed to accompany you in the vehicle.

For your safety, please: Buckle Up! Your seat belt must be secured at all times.

Any accidents or injuries must be reported immediately to Independence Care System; you can call 1-877-427-2525 or email us at transportation@icsny.org.

If you have any questions or concerns, please contact our Member Service Center at 1-877-427-2525.

Safe Travels, Happy Travels!