

## Mileage Reimbursement for Ground Transportation: Instructions

*Schedule a ride to your medical appointment and get a refund. It's EASY!*

*Have a friend, neighbor or relative drive you to your appointment. The driver will get 50 cents for each mile they drive you.*

### Before Your Appointment

1. Call IntelliRide at **1-866-790-8858**. Ask them to fax or mail the:

- Mileage Reimbursement Form
- Internal Revenue Service (IRS) W-9 Form

Or download the forms online at **www.iridenow.com**.

2. Call IntelliRide at **1-866-790-8858** to schedule your trip.
3. When scheduling your trip, IntelliRide will give you the below details.
  - Round trip distance in miles
  - Trip number

Write these two numbers on your Mileage Reimbursement Form.

4. IntelliRide will ask for the documents listed below when you schedule your trip. Your driver will need to provide these documents.
  - Copy of driver's license
  - Copy of vehicle registration
  - Copy of proof of vehicle insurance
5. Complete one Mileage Reimbursement Form per driver. You can put up to six trips on one form.

### Day of Your Appointment

1. Take the form with you to your appointment.
2. Ask your provider's office to complete their name, phone number and sign the form.
3. Have the driver complete the IRS W-9 Form. Each driver must complete an IRS W-9 Form.

### After Your Appointment

1. Complete the entire Mileage Reimbursement Form. Incomplete forms will not be accepted.
2. Sign your form.
3. IntelliRide recommends that you submit your forms at the end of each week.
4. Mail your Mileage Reimbursement and W-9 forms to the address below within 45 days of your trip day. Forms received after 45 days will not be paid.

**IntelliRide**  
**Claims Department**  
**98-1238 Kaahumanu Street, Suite 400**  
**Pearl City, HI 96782**

### Time Frame for Reimbursement:

1. The IntelliRide Claims Department will verify your forms.
2. Once IntelliRide gets your form, it can take up to 60 days for payment.
3. Payments are issued on the 1<sup>st</sup> and 15<sup>th</sup> of each month.

# IntelliRide

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Have questions? Please call IntelliRide at **1-866-790-8858**. Or call 'Ohana Health Plan Customer Service at **1-888-846-4262** (TTY **711**). We are here for you Monday–Friday from 7:45 a.m. to 4:30 p.m. Hawai'i Standard Time.

‘Ohana Health Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of race, color, national origin, age, disability or sex.

‘Ohana Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

‘Ohana Health Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact **1-888-846-4262 (TTY 711)**.

If you believe that ‘Ohana Health Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

‘Ohana Health Plan  
Attn: Grievance Department  
949 Kamokila Boulevard  
Suite 350  
Kapolei, HI 96707  
Toll-free: **1-888-846-4262**  
TDD/TTY: **711**  
Fax: **1-813-865-6861**

You can file a grievance in person or by mail or fax. If you need help filing a grievance we are available to help you. Call Customer Service toll-free at **1-888-846-4262 (TTY: 711)**.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019, 800-537-7697 (TDD)**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

(English) Do you need help in another language? We will get you a free interpreter. Call **1-888-846-4262** (TTY: 711).

(Cantonese) 您需要其它語言嗎？如有需要，請致電 **1-888-846-4262**，我們會提供免費翻譯服務 (TTY: 711)。

(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kori **1-888-846-4262** (TTY: 711).

(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le **1-888-846-4262** (TTY: 711).

(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-846-4262** (TTY: 711).

(Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona iā **1-888-846-4262** `oe ia la kua a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: 711).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awagan ti **1-888-846-4262** (TTY: 711).

(Japanese) 貴方は、他の言語に、助けを必要としていますか？私たちは、貴方のために、無料で通訳を用意できます。1-888-846-4262 (TTY: 711) まで、お電話にてご連絡ください。

(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. **1-888-846-4262** (TTY: 711) 번으로 전화해 주십시오.

(Mandarin) 您需要其它语言吗？如有需要，请致电 **1-888-846-4262**，我们会提供免费翻译服务 (TTY: 711)。

(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kaalok **1-888-846-4262** (TTY: 711).

(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Telefoni mai: **1-888-846-4262** (TTY: 711).

(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-846-4262** (TTY: 711).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa **1-888-846-4262** (TTY: 711).

(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni mai **1-888-846-4262** (TTY: 711).

(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi số **1-888-846-4262** (TTY: 711).

(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa **1-888-846-4262** (TTY: 711).