



EqualityCare News

March 2009

09-002

Attention EqualityCare Clients

Transportation Policy Changes Effective April 1, 2009

Cab rides will be limited to **5 (five) rides per month** and are only to be used for transportation to and from doctor's appointments. Cab rides are not to be used to pick up prescriptions from the pharmacy. Attendance of doctor's appointments will be verified by Wyoming EqualityCare. If the appointment was not attended you will be required to reimburse Wyoming EqualityCare for the cab fare. If you are not able to attend a doctor's appointment, you must contact the Transportation Call Center to cancel the cab request. If you fail to cancel the cab request it will count towards your total of five per month.

It is important for you to find a doctor or clinic that you like for yourself and your family. It is to your benefit to have a provider that knows you and your medical background. Emergency rooms are for emergencies and life-threatening situations, and should not be used for any other purpose. Emergency room care is expensive. Do not go to the emergency room for care that should take place in a healthcare provider's office, such as sore throats, colds, flu, earaches, minor back pain, and tension headaches. Some examples of emergencies are: trouble breathing, chest pain, severe cuts or burns, loss of consciousness/blackout, bleeding that does not stop, vomiting blood, and broken bones.

There is an additional option to assist EqualityCare clients to and from doctor's appointments; the City Transit Program (CTP) offers curb-to-curb service Monday through Saturday by reservation. This is a dial-a-ride service, operating between the hours of 6:30 am and 7:00 pm. This is by reservation only. Reservations must be made at least one day in advance, between the hours of 8:00 am and 4:00 pm, Monday through Friday, by calling (307)637-6253. If you require a ride for Saturday or Monday, you must make those arrangements BEFORE 4:00 pm on the previous Friday. Reservations may be made up to two weeks in advance. Reservations **cannot** be left on CTP's answering machine.



Attendants - Passengers who cannot provide their own personal care while in transit must be accompanied by an attendant. Attendants may ride for free with prior approval from the CTP office.

On-Time Performance - The CTP Curb-to-Curb will be considered on time if it is within 15 minutes of either side of the scheduled pick-up. Example: If scheduled pick-up is 10:00 am, the bus may arrive between 9:45 am and 10:15 am. Please be ready, as the bus will only wait 5 minutes after arrival.

Cancellation Policy - Passengers must call (307)637-6253 and cancel requested trips a minimum of 2 hours before scheduled pickup time or will be subject to a no-show/late cancellation fee and will be charged \$6.00 per trip (subject to change). Passengers with three (3) or more no-shows/late cancellations will not be scheduled for Curb-to-Curb service until all fees have been paid. Cancellation notices **can** be left on CTP's answering machine.

For additional information the website for the City of Cheyenne can be found at:
<http://www.cheyennecity.org>.

Note: It is the client's responsibility to know and follow the CTP policies and procedures.



If you would like to use the CTP, Wyoming EqualityCare will pay for a \$20.00 punch card. Punch card requests need to be called into the Transportation Call Center and picked up at your local DFS office.

Important Contact Information: Transportation Call Center - 1-800-595-0011

M-F 9 am – 5 pm MST



Wyoming Department of Health
Public Health Insurance Program



Pharmacy
Group
6530

Important Changes! Please read!



ACS, Inc
P.O. Box 667
Cheyenne, WY 82003-
0667

PHONE:
(800)595-0011

IN CHEYENNE:
(307) 772-8402

We're on the Web!
<http://wyequalitycare.acs-inc.com>

If you have additional questions regarding eligibility or covered services, please contact the ACS Client Relations Unit at (307) 772-8402 or toll free at (800) 251-1269. Call center hours are Monday through Friday from 9am-5pm. For transportation program inquiries, please contact the Transportation Program at (800) 595-0011.