

Saginaw Area Transportation Resources

We hope that this guide will assist you with arranging transportation for your physical and mental health-related appointments as well as for your general transportation needs. If you need assistance with arranging transportation, please contact your case manager or supports coordinator with at least 24 hour notice (but by Friday for a Monday appointment).

Medical Appointment Transportation

Medicaid Health Plans

If you are enrolled in a Medicaid Health Plan, they are responsible for your non-emergency medical-related transportation outside of direct SCCMHA services. This transportation is not for specific SCCMHA appointments. In any medical emergency situation, an ambulance should be called.

Medicaid Health Plan Name	Contact Number For Transportation	Transportation Availability
United Healthcare Community Plan of Michigan	1-800-903-5253 Advanced notice needed: 4 calendar days	<ul style="list-style-type: none"> • Transportation is available for all non-emergency medical appointments, including dental • Mileage reimbursement is available with 2 1 day notice
Meridian Health Plan of Michigan	1-888-437-0606 1-800-821-9369 Advance notice needed: 3 business days	<ul style="list-style-type: none"> • Transportation is available for non-emergent scheduled medical appointments except dental. • Mileage reimbursement is available.
McLaren Health Plan	1-888-327-0671 Option # 1 Days required in advance: 24 hours – Local OR 72 hours for long rides: ex: Ann Arbor	<ul style="list-style-type: none"> • Consumers calling for a ride need to tell the Customer Service Representative they are arranging transportation for the first time • Mileage reimbursement is available as long as McLaren is made aware of the appointment before the appointment occurs
Molina Healthcare of Michigan	1-888-898-7969 Days required in advance: 3 business day notice	<ul style="list-style-type: none"> • Transportation is available for most medical appointments except dental • Mileage reimbursement is available as long as Molina is made aware of the appointment before the appointment occurs
Great Lakes Bay Health Centers	(989) 755-2053 Days required in advance: 5 days in advance	<ul style="list-style-type: none"> • Only available for GLBC appointments

DHHS (Department of Health and Human Services) Medical Transportation

This option is for individuals who do not have a Medicaid Health Plan. Please note, that if you have a Medicaid spenddown, this service is not covered during your spenddown period.

Medicaid and the Healthy Michigan Plan will pay for rides to non-emergency medical appointments if services are necessary. You can get help with a ride if you do not have a way to get to and from a doctor's appointment or to receive items or services Medicaid covers.

- NEMT must be approved before your appointment.
- Medical rides will not be provided for personal choice of provider for routine medical care when comparable care is available locally.
- Call your DHHS worker to arrange transportation at least 3 business days in advance.

Medical transportation may only be authorized:

- To obtain medical evidence or receive any Medicaid-covered service from any Medicaid-enrolled provider, including:
 - Chronic and ongoing treatment
 - Prescriptions
 - Medical supplies
 - One-time, occasional and ongoing visits for medical care.
- If you are unable to get your own transportation or receive transportation from a family member, relative or friend.
- When healthcare providers verify the medical appointment and need for transportation.

More information can be found at

https://www.michigan.gov/documents/mdch/Non_Emergency_Medical_Transport_final_508541_7.pdf

Physical Health Providers

If you have a medical procedure or appointment transportation problem, be sure to mention this issue to your physical health provider. They may have additional resources.

Commission on Aging

- Must be 60 or older and cannot drive.
- Door-to-door service to medical appointments, essential shopping, and other facilities.
- Rides limited to two per week.
- Rides must be prescheduled.
- Wheelchair lift service is available.
- Cost: \$2.00 each way.
- To schedule a ride call 989-797-6888.
- Must have a transportation form on file with them prior to using the service. Form is available at <http://saginawcounty.com/Docs/Coa/TRANSPORTATION%20FORM.pdf>

SCCMHA Specific

Taxi Cab Vouchers (For SCCMHA appointments only, last resort)

Use of the taxi cab vouchers is by written request only. The Taxi Cab Voucher form must be completed by the case holder or administrative staff in order to use this service. The need for this transportation service must be reflected in the Person Centered Plan. Taxi Cab Vouchers are for SCCMHA appointments only.

Transportation Provider Name	Contact Info	Hours of Operation	Transportation Details: (No smoking, eating, or drinking allowed in any vehicle)
HOLT Transport 3075 Boardwalk Dr. Saginaw, MI 48603	Phone: (989) 860-1004 Fax: (989) 791-2473	Monday-Saturday 8am-8pm and by appointment	Non-Emergency Transport; 30 minute response time for unscheduled requests. Wheelchair lift available.
Custom Cab, LLC 1466 Glendale Ave. Saginaw, MI 48603	Phone: (989) 284-4484 Fax: (989) 790-0240	Monday-Saturday 6am-8pm and by appointment	Non-Emergency Transport; prefers scheduling 2 days/48 hours in advance. No wheelchair lift vehicle.

Other Paid Transportation (for any purpose)

Bus

STARS (Saginaw Transit Authority and Regional Service): <http://www.saginaw-stars.com/>

- Is a public transportation system for the Urbanized Saginaw Area.
- Operates Monday through Saturday.
- For route, schedule or special services information, contact STARS at (989) 907-4000. A Customer Service Representative will help you plan your trip on STARS fixed routes or help find the service that best fits your needs. Route information is also available on the STARS website.
- An application is available for half-fare for individuals with disabilities. Individuals receive a STARS GOLD OR SILVER discount card upon approval of this application. SCCMHA service recipients typically qualify for this discount.

STARS Lift (accessible): <http://www.saginaw-stars.com/Lift-Service.html>

- **STARS Lift** provides transportation for persons with disabilities, who cannot board, ride or disembark from a STARS fixed-route bus, even if that bus is equipped with a wheelchair lift or ramp.

- **STARS Lift** provides origin-to-destination service. All customers may request assistance at the time of scheduling their trip or on the day of service by calling STARS Lift Coordinator at **989-753-9526** or by asking the driver at the time of pick-up or drop-off. Assistance beyond the curb will be provided at both the pick-up and drop-off as requested or as required due to unforeseen circumstances.
- Trips may be scheduled up to 14 days in advance before the day you wish to travel. Next day scheduling is also available. Reservations may be scheduled for more than one day at a time.
- To request an application, you may go to the STARS website listed above, call customer service at 989-907-4000, or pick the form at the Customer Service window located at 615 Johnson Street. If you prefer one by mail, simply indicate this when calling.
- Rides are \$2.75 each
- Runs Monday-Friday 6:00am-7:20pm and Saturday 8am-2pm

Fares for STARS Fixed Routes	
Adults	\$ 1.50
Seniors (Age 62) *	\$.75
Persons with Disabilities	\$.75 (STARS SILVER or GOLD Card required)
Children :	
42" or taller than fare box	\$ 1.50
Under 42" or shorter than fare box	\$.75
Transfers	FREE

STARS Express (Dial-A Ride): 24-7 transit 'dial-a-ride' service. STARS Express allows riders to call to schedule rides. Riders are asked to call 989-907-4040 - one business day in advance of their trip. So for Sunday rides, that means call by 5 p.m. Friday. Rides are \$5.25 each.

For other specialized services, please go to <http://www.saginaw-stars.com/Specialized%20Services.html> for more information.

Lyft

- Must use a smartphone app
- Service Fee: \$2.60
- Base Fare: \$1.00
- \$0.15 per minute
- \$0.75 per mile

- \$3.00 Minimum fare

Uber

- Must use a smartphone app
- Service Fee: \$2.60
- Base Fare: \$1.00
- \$0.15 per minute
- \$0.75 per mile
- \$5.60 Minimum fare

Other Transportation (any purpose)

AFC Homes

The AFC home provider is responsible for "assuring transportation services" which may or may not be included in the basic fee, as long as that is specified in the Resident Care Agreement. Regardless of how transportation is provided or paid for, the AFC home provider must "assure" transportation is available if it is needed even for residents with SSI income: a family member or volunteer may provide it, a resident may be capable of utilizing public transportation, or the AFC home provider may provide it, but it must be available if needed by a resident. (From Rule 400.1407 of ADULT FOSTER CARE FAMILY HOME LICENSING RULES, Technical Assistance Handbook)

Chore providers

If you already work with a chore provider, they may be able to provide transportation for you as a part of the services they provide.

Natural Supports

Be sure to bring up transportation issues in your person-centered planning meeting. You may be able to explore options with your case holder, including the use of natural supports. Identified transportation needs should be a part of the Person Centered Plan. Taxi Cab Vouchers should be used only as a last resort transportation option.

Shopping-Specific Transportation

Walmart Shuttle

- Only to Walmart
- Several pick up sites
- Available to both Saginaw locations on a fixed schedule
- Free
- <http://www.bluelakes.com/walmart.html>