

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 Transdev Health Solutions at **808-973-0712, Option 2**. Ask them to fax or mail the:
 - Mileage Reimbursement Form
 - Internal Revenue Service (IRS) W-9 Form

Or download the forms online at <https://transdevhealthsolutions.com/alohacare>

2. Call Transdev Health Solutions at **808-973-0712, Option 2** to schedule your trip.
3. When scheduling your trip, Transdev Health Solutions will give you the below details.
 - Round trip distance in miles
 - Trip number

Write these two numbers on your Mileage Reimbursement Form.

4. Transdev Health Solutions 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. ITransdev Health Solutions recommends that you submit your forms at the end of each week.
4. Mail or email 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.

**Mail : Transdev Health Solutions Claims Department
2222 Cuming Street Omaha NE, 68102
Email: us.ths.hiclaims@transdev.com**

Time Frame for Reimbursement:

1. Transdev Health Solution's Claims Department will verify your forms.
2. Once Transdev Health Solutions receives your form, it can take up to 60 days for payment.
3. Payments are issued on the 1st and 15th of each month.

Have questions? Please call AlohaCare Member Services at **808-973-0712, Option 2** (TTY **1-877-447-5990**). We are here for you Monday–Friday from 7:45 a.m. to 5:00 p.m. Hawai'i Standard Time.