

Instructions |

Mileage Reimbursement for Ground Transportation

It's easy to schedule a ride to your medical appointment and get a refund. Have a friend, neighbor or relative drive you to your appointment and the driver will get 50 cents for each mile they drive you.

Before Your Appointment

1. Download the forms online at TransdevHealthSolutions.com/AlohaCare or call Transdev at **808-973-0712, Option 2** and ask them to fax or mail the:
 - Mileage Reimbursement Form
 - Internal Revenue Service (IRS) W-9 Form
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 round trip distance in miles and your 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 Mileage Reimbursement 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 this form. You can download a copy of this form from our website at **TransdevHealthSolutions.com/AlohaCare** on the Member Resources tab.

After Your Appointment

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

Mail: Transdev Health Solutions
Claims Department
PO Box 4128
Omaha, NE 68104

Email: us.ths.hicclaims@transdev.com

Reimbursement Time Frame

Upon receiving your request, Transdev Health Solutions reviews and verifies your paperwork according to AlohaCare Plan guidance. Allow up to 60 days to receive payment.

Payment is issued in partnership with Bank of America using Recipient Select, an online tool that lets Members choose how they receive their payment. Members can take advantage of faster reimbursement, including having funds deposited directly into a bank account, via Zelle®, PayPal, a mailed check or pay to card. For more information about receiving payment, visit our website at TransdevHealthSolutions.com/AlohaCare and click the tab for *Reimbursement*, or call Transdev Health Solutions.

Questions?

Call Transdev Health Solutions 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