

Subject: New Payment Options Get Your Money To You Faster!

Aloha AlohaCare Member,

We understand that waiting for reimbursement for approved travel expenses can be difficult. We at Transdev are thrilled to announce a new service that helps you receive payments faster. Effective immediately, Members eligible for reimbursement can choose to receive payment electronically using a service called Recipient Select. This change is the product of more than a year of work by the Transdev Health Solutions team to bring you innovative solutions and empower your freedom to move.

With Recipient Select, you can choose to receive your funds via direct deposit into a bank account, transfer via Zelle or Paypal, and more. If you prefer, you can still request a paper check be mailed to you. No further action is needed by you at this time, and the process to request approval or payment for your travel has not changed. You do not need to sign up for the service until your first payment is ready to collect.

What types of expenses can you request reimbursement for?

If you are an AlohaCare member, and had to pay out of pocket when traveling to a medical appointment, you may qualify to be reimbursed for your travel expenses. Some costs you could get money back on are:

- \$0.50 per mile when a family member, friend, or neighbor drives you to your appointment.
- If you must fly to your appointment, AlohaCare may reimburse:
 - Cost of a plane ticket (plus tax), baggage fees not reimbursed
 - Cost of food up to \$15 for same day travel, or up to \$30 for adults and \$15 for children ages 3-10 for overnight travel
 - Up to \$170 (plus tax) for a hotel
 - The cost of transportation on the mainland
 - If you need someone to help you travel, your travel partner may also qualify to get money back for their flight, hotels and meals.

How can you request money back for travel expenses?

Start by calling Transdev Health Solutions toll-free at (877) 973-0712 Option #2 to request approval before you travel. While traveling, keep all of your receipts. Make sure they show the specific items purchased and how much each item cost. When you return, submit your forms and all receipts within 45 days. You can request forms by calling Transdev, or visiting our website at

www.transdevhealthsolutions.com/alohacare.

If you have any questions about payment, please contact Transdev Health Solutions via email at us.ths.claims@transdev.com or by calling us toll-free at (877) 973-0712 Option #2

Contact Us

Toll Free: [\(877\) 973-0712](tel:(877)973-0712), Option #2
TTY/TDD: [1-877-447-5990](tel:1-877-447-5990)

Monday through Friday
7:45 am–5:00 pm HST

AC24-057

Call our afterhours ride assist line at 1-866-481-9699 24 hours a day, 7 days a week to check on your ride or cancel a trip.

Members will not be able to book travel outside of normal business hours (after hours/holidays).

Get Reimbursed Faster for Travel-Related Expenses

Transdev Health Solutions is excited to roll out a new way to reimburse you for approved travel expenses! With Recipient Select, you are empowered to choose how you receive payment. A variety of payment choices are available. Use the one that works for you.



Bank Transfer



Pay to Card



Check

How it works

1. Get notified you have a payment

After your reimbursement request is approved, and payment is available, you will receive an email from noreply@THS.recipientsselect.com. Open that email and click “Get Started.”

2. Register (or Log in)

Complete the registration process on the Recipient Select portal to create your account. You only have to do this once.

3. Verify your ID to keep your funds safe

The first time you use Recipient Select, you must complete a one-time ID verification. When complete, the Recipient Select dashboard loads.

4. Initiate your payment

From the dashboard, select your preferred payment method and claim your payment.

You can also review upcoming and previous payments here.

Initiate Your Payment

Transdev Health Solutions has sent you **100.00 USD**. Please log in or register to select how you want to be paid.

Additional details: **Reference Number**

You have 5 days to log in and initiate your payment.

[Get Started](#)

Or copy the following link into a new browser window

https://ths.recipientsselect.com/auth/register?payment_id=123456789

How it Works:

1. Click the “Get Started” button which will open a new tab in your browser or copy and paste the link above into your browser window
2. Log in or create an account using this email address
3. Verify your identity
4. Select your preferred method of payment
5. Initiate your payment

If you have any questions on your payment, please contact Transdev Health Solutions at us.ths.claims@transdev.com or 1-833-643-3010 Option 3.

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Questions about how to request reimbursement or use Recipient Select?

Contact Transdev Health Solutions by email at us.ths.claims@transdev.com or call us toll-free at 1-833-643-3010 Option 3.