

## Know Before You Go

### What to expect from drivers

- Drivers should be courteous and respond to your needs.
- Drivers can only take you to the address you are approved to go to. You will either be dropped off at the curb or taken to the door depending on the level of service authorized on the PT-1.
- Drivers should wear an ID badge with their name and company.
- Drivers are not allowed to make any unscheduled stops (such as pharmacies, fueling stations, coffee shops, convenience stores, etc.)
- Drivers are not allowed to wear headphones, talk or text on a cell phone (or any hands-free device) while the vehicle is moving.
- Drivers cannot leave before your scheduled pick-up time even if they arrive early. They are required to wait until at least 10 minutes after scheduled pickup time before departing without the member.
- Drivers are allowed to be up to 15 minutes late in case there is traffic. Anything over 15 minutes late should be reported to your transportation broker.
- Drivers should offer to help you get into and out of the vehicle.
- Drivers are required to bring you to your appointment on time barring any unforeseen circumstances out of their control, such as traffic and weather.
- Drivers cannot make you leave your appointment early.

### What to expect from vehicles

- Vehicles should have the company name on the passenger side and rear of the vehicle.
- Smoking is not allowed on any vehicle (including e-cigarettes).
- Vehicles should have working heat and air conditioning.
- There should be a seatbelt with shoulder strap for every passenger in the vehicle.

### If you are traveling with a wheelchair

- Wheelchair vehicles should have proper wheelchair restraints. In most cases this means secured in four places.
- Wheelchair vehicles should have appropriate lap/shoulder seatbelts.
- Wheelchair vehicles should have a raised roof (12 inches).
- Wheelchairs should be secured so that they are facing forward in the vehicle.

*If you feel your wheelchair was not properly secured please report that to your broker immediately!*

### Important things to remember

- Whenever possible, schedule your trips at least three business days before your appointment.
- Transportation for urgent care appointments that were given on the same day or for the next day will be provided.
- Please be ready at your scheduled pickup time or a little earlier.
- No smoking, eating, and drinking on any vehicle.
- Everyone in the vehicle must wear seatbelts throughout the duration of the trip.
- If you need to cancel a previously scheduled trip, please give your broker at least one hour notice if possible.

- You can ask your broker to adjust your pickup time if they schedule a pickup that would make you late to your appointment.
- If you schedule a will-call return ride, meaning you call for your pick-up when your appointment is finished, your wait time may be 60 minutes or longer. You may find it easier to schedule your return trip for a later time than when you expect your appointment to end so you know exactly how long you have to wait.
- Your ride may be shared with other members, but these additional pickups and drop-offs should not add more than 45 minutes to your trip.
- If you require an escort to assist you on your trip, you must ask your medical provider to indicate that on your PT-1.
- If you need to be picked up or dropped off at a location besides your home, that information must be added to your PT-1 as an alternate pickup address at the time of submission.

### **How can I submit a complaint about my trip or provide feedback?**

If something went wrong on your trip, we want to know. Please contact MART either:

- On the phone where you will be able to speak to a representative, please call (866) 834-9991
- On the Consumer Portal to provide your feedback in writing and to upload any photo/video evidence that you wish to provide. Go to <https://cp-mart.gryde.com/cp/>

If you file a complaint you should expect to hear back within 24 hours that your complaint has been received. You should be notified at that time if your broker needs additional information from you to investigate your complaint further. *You may request not to ride with a transportation provider that you filed a complaint about while the complaint is being investigated.*

### **Who should I contact to provide feedback about my HST transportation services or if I have general questions about the brokerage?**

HST wants to hear from you if you're not receiving the highest level of service. We rely on your feedback to ensure that this essential part of the healthcare system is working.

To file a complaint, contact the HST office at (617) 847-3427 or [hstcomplaintincident@massmail.state.ma.us](mailto:hstcomplaintincident@massmail.state.ma.us)

To provide any other feedback or ask general questions, contact the HST office at (617) 847-3427 or [hstinfo@mass.gov](mailto:hstinfo@mass.gov)

This document may be available in alternative formats as a reasonable accommodation for people with disabilities. Please email your request to [hstinfo@mass.gov](mailto:hstinfo@mass.gov), or call (617) 847-3427 with a description of the accommodation you will need and include as much detail as you can.