



TRANSPORTATION FAQ FOR MICHIGAN DIALYSIS PROVIDERS AND PATIENTS DURING THE COVID-19 PANDEMIC

Midwest Kidney Network (Renal Network 11) is here to help dialysis providers and patients. We are continuing to gather resources and provide updates on transportation for dialysis patients.

Who is working to coordinate Michigan transportation options for dialysis patients? Please call 3 – 4 days in advance to arrange transportation. Please contact MTM at 1-800-947-2133 <https://www.mtm-inc.net/healthcare/nemt/> or LogistiCare at 1-866-569-1902 <https://www.logisticare.com/transportation>

How does transportation work for patients on Medicaid in Michigan? If you are a Michigan Medicaid beneficiary, you should contact the Medicaid insurer directly. You can find the contact information on the back of your Medicaid insurance card. To verify your Medicaid status, call Michigan Enrolls at 1-888-367-6557.

What steps are being taken to ensure the safety of the patients being transported? Transportation companies are working to limit one passenger per vehicle whenever possible. Transportation companies must follow CDC recommended sanitizing protocols before and after each trip or passenger <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>

Will transportation companies transport COVID-19 positive patients? Some Michigan transportation companies are providing transportation for COVID-19 positive patients, please check with your transportation company directly. You can also contact Michigan Association of Ambulance Services to find an ambulance transportation provider for COVID-19 positive dialysis patients

https://www.miambulance.org/resource/resmgr/docs/MAAS_One_Pager.pdf

What other resources are available to arrange alternative transportation options for patients? You can utilize Michigan 211 Services at <https://www.mi211.org/>

What if we are unable to secure transportation for a dialysis patient? You can contact your local Michigan Department of Health and Human Services at https://www.michigan.gov/mdhhs/0,5885,7-339-73970_5461---,00.html

Reach out to Midwest Kidney Network (Renal Network 11) for more information and patient or provider resources.

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