



New Partnership for Non-Emergency Medical Transportation

When members need a ride to medical care, HAP Empowered is here. We've partnered with Veyo for non-emergency medical transportation for:

- HAP Empowered Medicaid members
- HAP Empowered MI Health Link members
- HAP Empowered Duals (HMO SNP) members

Members will get free rides to and from medical appointments. This includes doctor, dentist, optical, hearing and pharmacy visits. They also have access to rides to pick up durable medical equipment and to get a COVID-19 vaccine and flu shot.

Scheduling rides

It's easy to schedule a ride. Members need to call the Customer Service number on the back of their HAP Empowered ID card two business days in advance. For recurring rides, they can schedule up to three months in advance.

Emergencies

For a life-threatening emergency, members are directed to call 911.

Same-day transportation

For same-day transportation for urgent care or discharge from the hospital, members should call the Customer Service number on the back of their HAP Empowered ID card.

To learn more

Visit hap.org/Medicaid.