

# Medical Taxis

## Free Medical Transportation

Refugees have access to free transportation for qualifying medical appointments through their prepaid medical assistance plans. All they have to do is call the transportation number for their specific insurer and schedule a ride. These phone numbers are usually listed on the back of their insurance cards. Most of these insurance providers use English automated phone menus, so your refugee friend might need some help.

## Instructions

If you'd like to assist your refugee friend with scheduling a medical taxi, please be sure to observe the following:

1. Please try to do this with your friend, and not for them. You will not be allowed to speak on your friend's behalf unless they are there.
2. Help your friend practice so they can do this themselves in the future. Before you call, help them practice requesting an interpreter. Practice going through the call menu a few times and write down the various steps for them (e.g. "press 2, 4, and then 0").
3. Have the following information ready before you call:
  - Refugee's Name
  - Phone Number
  - Date of Birth
  - Insurance I.D. number (can be found on their card)
  - Home address and clinic address
  - Date and time of appointment\*\*\*

**IMPORTANT - All rides are scheduled as a round-trip. You can either give a time for the taxi to return and take your refugee friend home, or you can select "Will Call" (the refugee will call the taxi line after their appointment). This is preferred so they don't miss their ride back.**