

Transportation could take you to better health



Has lack of transportation kept you from going to medical appointments or the pharmacy? Do you struggle finding regular transportation to church, the grocery store, or to connect with friends?

Here's a helpful guide with resources to help get you on your way.

Sometimes, being alone is simply a matter of not having transportation. In the U.S., **more than 100 million people don't drive**—that's almost one-third of the population.¹ And that's a lot of people in need of a lift.

Discover ways to get out and about

Access to transportation is important for us to live healthy lives and go about our normal routines. For older adults, transportation is also a major factor in maintaining independence while aging, along with keeping social connections.²



Use your personal network for help

Helpful questions to ask when researching transportation options:

- How far can I travel with this service?
- What is the cost? Is it per ride or round-trip? Is there a mileage limit?
- Can the driver help me to the vehicle or my home?
- Are other people picked up during my ride?
- Will they wait for me during the appointment?
- What is the policy for additional riders if you need to bring a caregiver or other person with you?

Consider asking:

- If your family or friends can help with transportation
- If your doctor's office offers transportation to and from appointments
- If your place of worship or community center has transportation services
- If your local community has a public transportation system

Support from your health plan

Some health plans may include benefits that provide medical transportation services. Call the number on the back of your medical insurance ID card to see what benefits may be included in your plan or what community resources could be available.

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Good news. Here are some resources that may be available to support and assist you with your transportation needs.

- **Eldercare and Area Agencies on Aging**

Alert your patients to these resources. They address the needs and concerns—including transportation challenges—of all older persons at the regional and local levels.

800-677-1116 (TTY: 711), Monday – Friday, 9 a.m. – 8 p.m., Eastern time

www.eldercare.acl.gov

- **Far From Alone**

Find loneliness resources as well as help with financial assistance, food, medical care and more.
farfromalone.com

- **211 Helpline Center**

Patients can get community information and referrals to social services for everyday needs and in times of crisis, including transportation challenges. Calls are free and confidential.

Dial **211** from any phone

www.211.org

Sources

1. AARP, “Universal Mobility as a Service,” <https://www.aarp.org/content/dam/aarp/ppi/2018/08/universal-mobility-as-a-service-aarp-ppi>.
2. Shrestha, B.P., Millonig, A., Hounsell, N.B. et al. Review of Public Transport Needs of Older People in European Context. *Population Ageing 10*, 343–361 (2017). <https://doi.org/10.1007/s12062-016-9168-9>.

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- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **877-320-1235** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through their Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019**, **800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.
- **California residents:** You may also call California Department of Insurance toll-free hotline number: **800-927-HELP (4357)**, to file a grievance.

Auxiliary aids and services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Language assistance services, free of charge, are available to you. 877-320-1235 (TTY: 711)

Español (Spanish): Llame al número arriba indicado para recibir servicios gratuitos de asistencia lingüística.

繁體中文 (Chinese): 撥打上面的電話號碼即可獲得免費語言援助服務。

Tiếng Việt (Vietnamese): Xin gọi số điện thoại trên đây để nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위의 번호로 전화하십시오.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas upang makatanggap ng mga serbisyo ng tulong sa wika nang walang bayad.

Русский (Russian): Позвоните по номеру, указанному выше, чтобы получить бесплатные услуги перевода.

Kreyòl Ayisyen (French Creole): Rele nimewo ki pi wo la a, pou resevwa sèvis èd pou lang ki gratis.

Français (French): Appelez le numéro ci-dessus pour recevoir gratuitement des services d'aide linguistique.

Polski (Polish): Aby skorzystać z bezpłatnej pomocy językowej, proszę zadzwonić pod wyżej podany numer.

Português (Portuguese): Ligue para o número acima indicado para receber serviços linguísticos, grátis.

Italiano (Italian): Chiamare il numero sopra per ricevere servizi di assistenza linguistica gratuiti.

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

日本語 (Japanese): 無料の言語支援サービスをご要望の場合は、上記の番号までお電話ください。

فارسی (Farsi)

برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Diné Bizaad (Navajo): Wóda'í béésh bee hani'í bee wolta'ígíí bich'í' hódíílnih éí bee t'áá jiik'eh saad bee áká'ánída'áwo'déé nika'adoowoł.

العربية (Arabic)

الرجاء الاتصال بالرقم المبين أعلاه للحصول على خدمات مجانية للمساعدة بلغتك

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