



Dear Facility,

Your Safety NET is interested in doing business with you! Our transportation network is capable of handling almost any transportation request, whilst allowing personalized access to our very own logistical and communications systems. This dedication to scheduling, routing, dispatching, and delivering our patients first-hand will ensure that our services are the most economically viable option - for years to come.

This short but informative brochure will outline some of the many facility-minded services we offer. By aligning many of the same goals that we have with our facilities, we attempt to rid communication barriers between ourselves and the patients we serve. It is our hope that you not only find this brochure informative, but consider our invitation just a preview of what Your Safety NET can do for you.

Let Us Help

Personalized service is our specialty and we would like to cater to you. If there are places that your residents would like to go, we want to see them there. When we couple great people with great expectations, the possibilities are endless. Let us help you accomplish total freedom for all of your residents, inside and outside your facility.

We Serve Everyone

Our company operates in such a way that affords all patients the ability to utilize our services. Equipped with the realization that potential clients depend on safe and efficient transportation to their appointments, we offer several avenues in which they can accomplish this. Our easy to remember name is just one of the advantages that our patients identify. Our colorful business cards, friendly Ride-Line, and Online Schedule-A-Ride allows patients to schedule their ride in whatever format they desire. We want everyone that rides with us to be just as satisfied and loyal as the facilities that utilize our services.

We Build Relationships

Your Safety NET 's level of service quality is unparalleled in many aspects and because of this, our customer retention level is higher than any other provider in every single area we operate in. Our capabilities are fueled by the amount of knowledge and personalized service our company is able to offer each and every one of our patients. Being the best means that we continually form a network between our facilities and the customers we serve.

Your Patients Are Our Patients Too

It is gratifying when we are able to help someone in need, and that is what we intend to do. By placing the facilities we serve at the forefront of our logistical systems, our patients become the center of attention. Whether Grandma Ruth is visiting the rest of her family back home or Uncle Charlie wants to go shopping, we are here to help. When personalized service is required, we strive to make every experience a memorable one, afterall, your patients are our patients too.

Patient Services

Your Safety NET provides non-emergency medical transportation for all patients, including those whom require special medical attention. Our mission is clear, to make sure the patient arrives safely and on time for their appointment. We realize that transporting them is only half of our job; affording our facilities the ability to care for their patients is the other half.

We are able to care for those patients who are medically stable, but still in need of medical support. Your Safety NET drivers are certified to administrate CPR and First-Aid. They have also completed courses in Defensive Driving and are Medical Transport Specialist Certified. If the patient need be constantly monitored, we can accommodate the necessary aide needed during transport.

When patients are in need of a transfer between hospitals, Your Safety NET's services encompass bed-to-bed transport. Our continuous care means that any relocation of a patient will be conducted with the same level of care that the patient would receive from hospital support staff. At Your Safety NET, we continuously strive to uphold the highest quality of patient transportation for the facilities we serve.

Patient Eligibility

* Medicaid Recipients

Patients should check with their Medicaid Plan to see if they are eligible to receive transportation at no cost. This service is vital for our "needs-based" patients to ensure they receive the proper medical attention they require. When scheduling through Medicaid, please request Your Safety NET's services.

* Personal Insurance

Those patients wishing to use their personal health insurance to receive transportation for their medical appointments will need to check with their Plan's Administrator to see if they are eligible.

* Self-Pay Patients

Riding with Your Safety NET is the safest and most cost effective means of transportation afforded to the general public. Our trained staff guarantees that all patients receive the highest quality of service while under our care. Rides can be easily scheduled by calling our ride line at: (314) 660-2428 or by simply emailing us at: ride@yoursafetynet.org

Are your needs being met? Let us know.

Business cards can be placed in your facility for patients to take with them and other facility handouts are available. To order more cards or for more information on these and any other of our services, please call us at (314) 532-0516 or email us at: info@yoursafetynet.org



How Do I Request Your Safety Net for a Ride if on Medicaid?

Transportation in Missouri for our Medicaid patients is managed by our transportation broker, MTM. Missouri will cover non-emergency medical transportation (NEMT) which includes transportation to and from Medicaid covered services for Medicaid recipients. Patients interested in enrolling in the NEMT program will need to contact MTM to schedule their appointment.

Once your appointment has been set-up, MTM will schedule you to ride with a NEMT provider. While our services can be requested, at this time MTM is unable to guarantee that you will be transported by a specific provider. It is helpful to know, however, that you have a good chance of receiving us!

Depending on your health plan and your medical situation, Medicaid may entice you to use public transportation, bus tokens, or offer gas reimbursement in order to transport you to your health care appointment. Your specific MO HealthNet Managed Care health plan will try to set you up with a ride that they feel will meet your needs. If you feel that Your Safety NET will best suit your needs, contact us today and we will help!

*** In order to be eligible for NEMT services under Medicaid**

- * You must be in your health plan on the day of your appointment. Some people do not get NEMT as part of their benefits. To check, call your health plan.
- * You must ride alone or with one child/parent/guardian and/or an attendant if your child is under 21 and needs to be away from home overnight or needs someone to be with him/her. They will not pay for other children or adults unless specifically authorized.

*** What healthcare services can I get NEMT to take me to?**

- * The appointment is to a health care provider that is in your health plan or takes MO HealthNet Fee-for-Service.
- * The appointment is to a service covered by your health plan or MO HealthNet Fee-for-Service.
- * The appointment is to a health care provider near where you live. If the provider is far away, you may need to say why and get a note from your PCP. There are rules about how far you can travel to a health care appointment and get a ride.
- * Home services already include NEMT. Your health plan will not give you a ride to these services. Examples are: Comprehensive Substance Treatment Abuse and Rehabilitation (CSTAR) services; hospice services; Mentally Retarded and Developmental Disability (MRDD) Waiver services; some Community Psychiatric Rehabilitation (CPR) services; adult day health care services; and services provided in your home. School districts must supply a ride to a child's Individual Education Plan (IEP) services and IEP medical related services.
- * The NEMT program can take you to a durable medical equipment (DME) provider only if the DME provider cannot mail or deliver your equipment to you.
- * The NEMT program will take you to a pharmacy. There are some pharmacies that will mail or deliver your medicine to you.