



**HUM**

**Non-Emergency Medical Transportation**

**NEMT**

**Driver Orientation**

# HUM and Right Ride

HUM has partnered with Right Ride to bring NEMT to our drivers!

NEMT involves the transportation of patients to and from medical facilities for scheduled appointments, treatments, and other healthcare-related services.

Access to the NEMT program at HUM requires a separate vehicle classification and subscription.

The subscription is \$25.00 per week charged in weeks when rides are provided. This is a deduction from earnings.

# STRIPE

## Set up your account to get paid!

HUM utilizes STRIPE for the payment of fares. Setting up your STRIPE account ensures that you get paid.

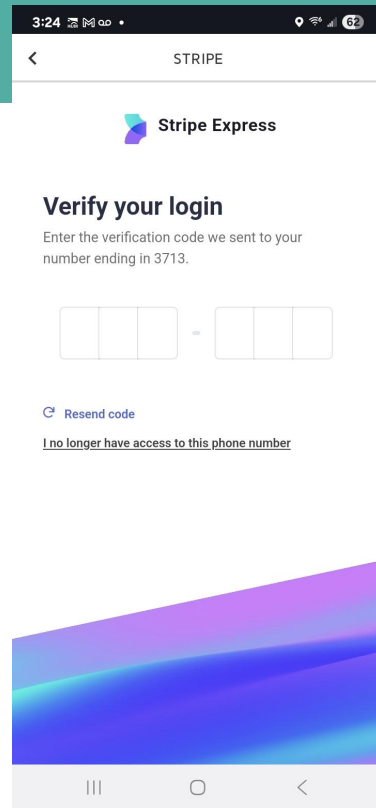
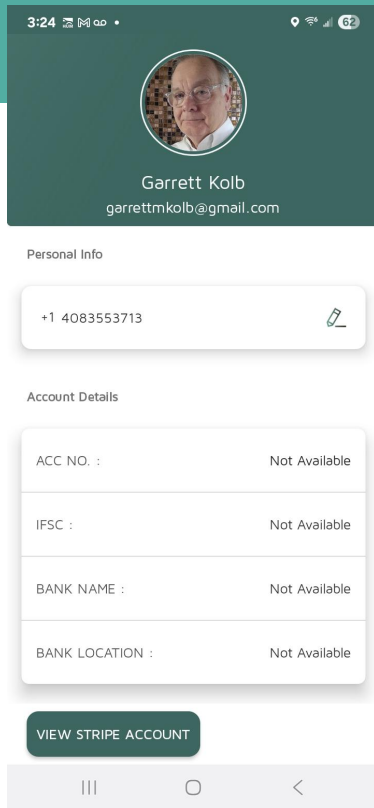
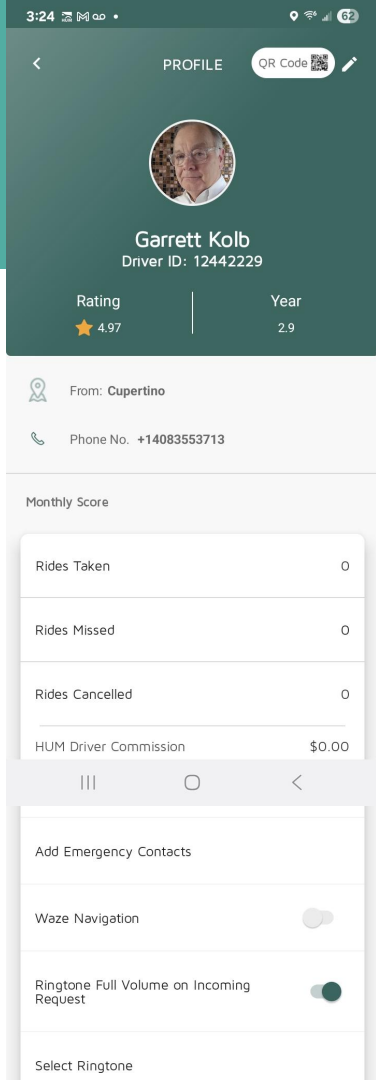
- Open the HUM Driver app.
  - Go to your profile and tap "Edit." (pencil icon)
  - Scroll down and select "CONNECT STRIPE."

*Note: if "VIEW STRIPE" is displayed, your account is set up. You can click "view" to access your stripe account.*

This will take you out of the HUM app to the secure Stripe site where you'll be asked to:

- Establish your Stripe account
- Connect your bank information

# Locate STRIPE in the HUM App



# How to conduct a NEMT ride in the app

**Use the private ride (or manual ride) tab in the app to begin and end a ride**

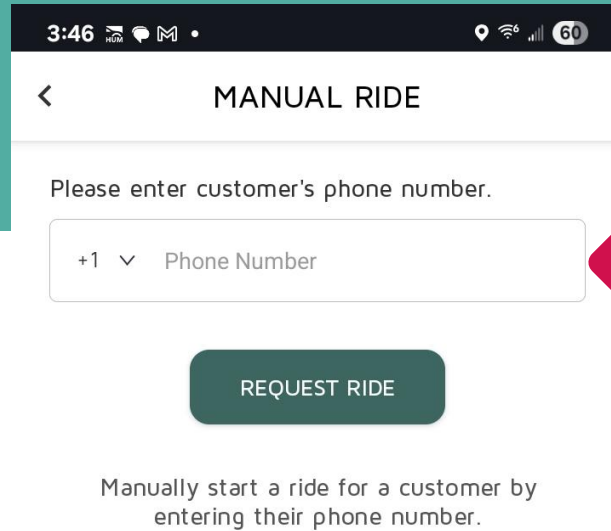
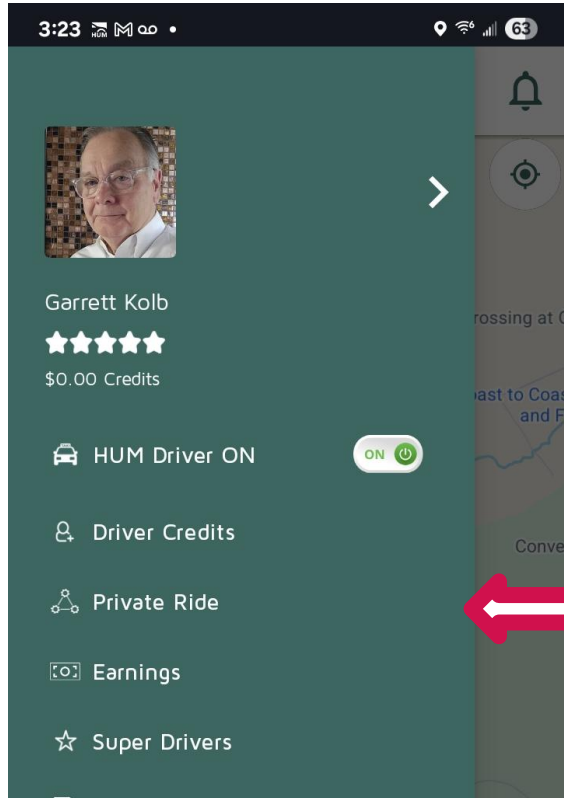
**Enter your phone number in reverse  
(not the passenger/patient phone number)**

**If your phone number is 504 223 3444**

**Enter 4443 322 405**

**Please practice starting and ending a private ride in the app.**

# NEMT Private Ride



**Enter your number in reverse. If your number ends in "0" use "9".**

# NEMT Rate Card and Fare Compensation

NEMT transportation services operate under a distinct compensation structure from standard HUM Rideshare on-demand rides:

## Separate Rate Structure

- NEMT trips utilize a specialized rate card different from standard HUM Rideshare fares

**BASE \$ 4.00**

**Miles \$ 0.80**

Base rate is paid per ride - round trips count as one ride

# NEMT Logistics

## NEMT RIDES ARE AVAILABLE MONDAY-SUNDAY

**NEMT trips assigned are medical appointments, and as a provider, we are obligated to ensure these services are fulfilled without disruption.**

- **It is not acceptable to cancel trips simply because they are inconvenient or do not align with your personal schedule**
- **Every Thursday, drivers must email dispatch with their availability for the upcoming week**
- **Email [maria@rightride.biz](mailto:maria@rightride.biz) and [jennifers@rightride.biz](mailto:jennifers@rightride.biz) SUBJECT: AVAILABILITY**
- **Any changes to availability must be submitted via email by 12:00 PM (noon) the day prior**
- **Complete a TRIP sheet for each ride. Trips sheet must be signed by you and the passenger. Return trip sheet to Right Ride weekly**



# Best Practices

## Dispatch

**Dispatch is you best friend!**

**Treat them with respect**

**Call dispatch and report  
non-working phone numbers or  
non-responsive passengers**

## Preparation

**Call the passenger!**

**Introduce yourself**

**Confirm the ride and time**

**No texting**

**CANCELLATIONS HAPPEN!**

**Reduce the risk with phone calls**

**Prep the trip sheet**

## The Ride

**IMPORTANT**

**Conduct the NEMT ride using the  
PRIVATE RIDE (manual ride) feature  
in the HUM App.**

**Start & end the ride in the app  
Enter your phone number in reverse  
in-lieu of the passengers number. If  
your number ends in 0, use 9**

**Submit completed trip sheets weekly to Right Ride  
7103 N Black Canyon Hwy  
Phoenix**

# Trip Sheets

## Documentation Requirements

**For each NEMT transport, drivers must record:**

- Date and time of pickup and dropoff
- Exact pickup and destination addresses
- Odometer readings at pickup and dropoff
- Patient's full name (as provided by the medical facility)
- Name of requesting medical facility or provider
- Any additional services provided during transport
- Any incidents or issues encountered during transport
- Patient & Driver signatures

**Special Note: Trips sheets must be returned to Right Ride, weekly.**

# Important Reminders

**Attend a live driver orientation any Tuesday, Thursday or Saturday**

**Set-up your STRIPE connected account**

**Set your schedule with dispatch for the following week.**

**Confirm each ride with the passenger.**

**Use the Private (or manual) ride feature to start and end each ride.**

**Complete the trip sheet and submit weekly to Right Ride.**

# Questions?

**Questions regarding the HUM App, Fare Payments or STRIPE**

**Contact Support at HUM**

**Use the support tab in the app or email [help@humrideshare.com](mailto:help@humrideshare.com)**

**For question regarding dispatch, itinerary, passenger cancellations, passenger phone number and trip sheet:**

**Contact Ride Ride**

**623-267-1717**

**HUM**