MDHHS Rides to Wellness Program Guidelines and Policies

The Michigan Department of Health and Human Services (MDHHS) offers the Rides to Wellness program to support eligible Flint residents impacted by the Flint water crisis. Participants are provided with round-trip transportation each month for approved wellness-related purposes. The number of trips available may vary based on program funding.

Eligible Destinations Include:

- Non-emergency medical appointments
- Dental and vision appointments
- Immunization clinics
- Pharmacies
- Help centers
- Grocery stores, food pharmacies, and Farmers' markets

Pickup Policy:

All rides must originate in Genesee County, and the final drop-off must be at the MDHHS-approved home address. Pickups from alternate locations, including homes of friends or family members, are not permitted. Transportation may not be used for residential-to-residential purposes.

Program Rules and Expectations

To ensure continued access to services, all participants must follow the program guidelines:

- **Cancellations:** Riders must cancel at least 2 hours prior to the scheduled pickup time.
- **Driver Wait Time:** Drivers will wait no more than 5 minutes after arrival.
- **Medical Delays Only:** If an appointment is running late, participants must notify Rides to Wellness at least 30 minutes before the scheduled return pickup.
- **Grocery Trips:** Limited to 10 standard shopping bags per trip.

Failure to follow these rules may result in penalties, including suspension from the program.

Violations and Consequences

Late Cancellations / No-Shows:

- Cancellation less than 2 hours before pickup is considered a Late Cancellation.
- Not being present within 5 minutes of the driver's arrival is considered a No-Show.

Disciplinary Actions:

- 1st occurrence: Warning letter
- 2nd occurrence: 30-day suspension
- 3rd occurrence: 1-year suspension

Grocery Bag Limit Violations:

- 1st occurrence: Verbal warning (rides suspended until contact is made)
- 2nd occurrence: 30-day suspension
- 3rd occurrence: 60-day suspension

We are committed to supporting all individuals while ensuring staff are treated with respect; aggressive or disruptive behavior may lead to suspension.

Participants have the right to appeal any violations. Appeals must be submitted within 30 days of the date on the notification letter. Failure to appeal within this timeframe will result in the violation being upheld.
Policies and guidelines are subject to change at any time to reflect updates in regulatory standards or organizational procedures.
Call (810) 780-8946