Premier
FINANCIAL MANAGEMENT SERVICES
Part of the AssuranceSD Family

COMMUNITY TRANSPORTATION (UBER/LYFT) FAQ

Q: HOW DO I USE THE UBER OR LYFT APPLICATION?

Vendor specific instructions will be sent to you so you can navigate the application on your phone. You can also visit our website to review the instructions.

Q: CAN I USE BOTH UBER AND LYFT?

Both Uber and Lyft can be used if you have a separate authorization for each vendor. Please work with your IRIS consultant if you want to use both providers.

Q: HOW WILL I BE ABLE TO ACCESS MY IRIS FUNDS TO BOOK A RIDE?

Once you have a service authorization on your plan, you will need to complete the order form for the monthly amount requested. You can also choose to have us auto renew your IRIS funds each month or you can submit a new order form each month.

Q: CAN I GET MORE IRIS FUNDS ADDED FOR A MONTH?

You would need to work with your IRIS consultant to ensure that you have the IRIS funds available in your budget. If there are IRIS funds available, please submit a new order form for the month(s) with the added IRIS funds.

Q: HOW WILL UBER OR LYFT BE PAID FOR THE RIDES THAT I TAKE?

Each month, PremierFMS will load your authorized IRIS funds into your Uber or Lyft account. At the end of the month, your vendor (Uber or Lyft) will send an invoice to PremierFMS for payment of the IRIS funds that you used.

Q: IF I DON'T USE ALL THE AUTHORIZED IRIS FUNDS IN THE CURRENT MONTH, CAN I ROLL THEM OVER INTO THE NEXT MONTH?

IRIS funds do not roll over from one month to the next.

Q: CAN I TIP MY DRIVER USING MY PROGRAM FUNDS?

You are unable to tip your driver using IRIS funds.

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Q: WHAT IF MY RIDE GOES OVER THE AUTHORIZED AMOUNT?

If your ride cost exceeds the amount of remaining IRIS funds, you will not be able to book your ride using the IRIS funds.

Q: WHAT CAN I DO IF I BOOK A RIDE OUT OF THE WRONG ACCOUNT?

Cancel the ride as soon as you realize that it was booked out of the incorrect account. This may result in a cancellation fee depending on Uber and Lyft's policies.

Q: WILL I BE CHARGED A CANCELLATION FEE IF I CANCEL A RIDE BOOKED WITH MY IRIS FUNDS?

You will not be charged a cancellation fee for rides booked with your IRIS account.

Q: WHAT IF I NEED A WHEELCHAIR ACCESSIBLE VEHICLE?

A wheelchair accessible ride cannot be guaranteed. If you have a foldable wheelchair or walker, most vehicles can store this for transport.

Q: CAN MY DIRECT CARE WORKER RIDE WITH ME?

Yes, when requesting a ride, make sure you select the correct number of riders to ensure that the vehicle is big enough for multiple riders.

Q: CAN I BRING MY SERVICE ANIMAL INTO THE VEHICLE WITH ME?

Yes. Uber and Lyft are both compliant with federal laws and the Americans with Disabilities Act (ADA).

Q: DOES MY IRIS CONSULTANT HAVE ACCESS TO SEE WHERE I AM TAKING RIDES TO AND FROM?

Your IRIS consultant can request reports from PremierFMS that will provide details of the rides you took during any given timeframe.