

# Transportation Services



## No-Cost Rides





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To schedule transportation or find out more, call:

**1-833-404-1061**  
**(TTY: 711)**

# Non-Emergency Medical Transportation (NEMT)

If you don't have a way to get to your healthcare appointment, pharmacy or location to apply for public assistance, you may qualify for free transportation services. Iowa Total Care has partnered with **Access2Care** to provide rides to and from eligible doctor appointments.

The following NEMT exceptions apply and do not qualify for transportation services:

- Nursing Home Residents – appointments within 30 miles of the nursing home are the responsibility of the nursing home.
- Neonatal Intensive Care Unit (NICU) Visits – members visiting the NICU must seek their own transportation.

When you call to schedule a ride, **Access2Care** will verify your eligibility and then arrange the best type of ride for your needs.



**NEMT can be used to see Iowa Medicaid doctors, such as your family doctor, eye doctor or dentist.**

## Who is eligible for transportation services?

- Iowa Medicaid Members (excluding Hawki).
- Iowa Health and Wellness Plan members who have been deemed “medically exempt” by the Iowa Department of Human Services.
- Members on specific waivers\* who have transportation included in their service plan.

\*Four (4) waivers include Intellectual Disability, Elderly, Brain Injury or Physical Disability.

# Types of Transportation

The type of vehicle used will be based on your medical condition at the time of your appointment. Members ages 16+ (or otherwise emancipated) can ride alone. Those who are 12 to 15 years of age can ride alone if they have a signed parent or guardian waiver. Minor parents (under 18 years of age) who are attending their child's medical appointment may travel alone. All other minor members must be accompanied by an adult at least 21 years old.



**Van or Car** – if you are able to walk, a van or car will be used. This type of vehicle may come from a taxi company, or it may come from a company that only provides NEMT.



**Paratransit Vehicle** – if you are in a wheelchair or motorized scooter, a paratransit vehicle (such as a van or a small bus with a lift) will be used.



**Stretcher Van** – if you are bedridden, a stretcher van (which often looks like an ambulance) will be used.



**City Bus** – you can get unlimited monthly bus passes if you have more than two medical appointments per month and live near a bus route.



**Friend or Family Member** – if a friend or family member takes you to your healthcare appointment, they can get help in paying for gas. See **page 6** for information on mileage reimbursement.

# Tips for Setting Up Rides

## Setting Up Rides in Advance

For non-urgent medical needs or routine appointments, members ages 16 or older can schedule rides as follows:

- Call at least two (2) business days in advance of your appointment.
- Reservations can be made up to 30 days in advance.
- If you need a ride to dialysis, chemotherapy or radiation treatments, you can schedule a ride up to 90 days in advance.



Remember to call **1-833-404-1061** to cancel your ride if you are ill or unable to make your appointment. Be sure to also notify them if your appointment date or time changes.



## Setting Up Rides for Same-Day Transportation

Urgent transportation needs can be scheduled with less than a two (2) day advance notice. This applies to healthcare needs such as:

- Sick visits
- Hospital discharge
- Trips to/from urgent care facilities
- Infusion therapy, dialysis or other life-sustaining services
- Pharmacy trips
- Follow-up appointments within 24 hours of hospital discharge

If you have an emergency, call **911** or go to the nearest emergency room.

# How to Schedule a Ride

- 1 Call **1-833-404-1061 (TTY: 711)**.
- 2 Press **2** for Member Services.
- 3 Press **1** for Transportation.

## Before you call, be prepared to answer the following:

- Full name
- Home address
- Date of birth
- Telephone number
- Medicaid ID number
- Doctor or healthcare provider name
- Doctor or healthcare provider phone number
- Appointment address/city
- Appointment date
- Appointment time
- Round trip or one-way ride
- Pick-up place



You will receive a phone call when your driver is ready to pick you up. If you get a phone call close to your pick-up time from an unfamiliar number, answer it. It could be your driver.



- Let **Access2Care** know if you are bringing
- A wheelchair, walker, cane or service animal
  - One adult family member, friend or healthcare helper
  - Your children



For non-urgent rides, members can expect to arrive within 15 minutes of scheduled appointment time. For urgent rides, drivers will pick up members within 60 minutes of the request. Pick-ups and drop-offs are allowed from the member's home, work or school prior to and following a doctor's appointment.



When your driver picks you up, you may be asked to show your Iowa Total Care member ID card. You should never be asked to pay for the ride.



## Get Help Paying for Gas — Mileage Reimbursement

If a family member or friend drives you to an appointment, they may be able to get help paying for gas. This is called **mileage reimbursement**. Call **1-833-404-1061** prior to your appointment if you wish to use the reimbursement option.

Things to keep in mind:

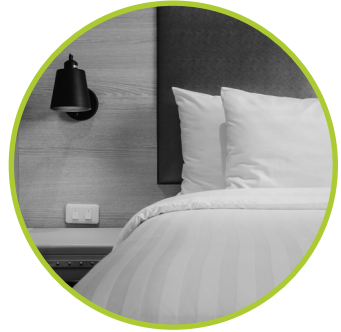
- Mileage reimbursement is allowed from the **member's home, work or school** prior to and following a doctor's appointment.
- Driver must be a licensed driver, **18 years of age and older**.
- Reimbursement rate is **30 cents per mile**.
- Distance for calculating mileage is based on **MapQuest's shortest distance** between pick-up and drop-off locations.
- Mileage will be reimbursed to the member or driver within **30 calendar days** of the trip.

# Get Help Paying for Overnight Stays — Meals & Lodging Reimbursement

## Meals and Lodging Reimbursement

If your covered healthcare appointment is outside the county where you live AND more than a 50-mile drive one way, you can ask for an overnight stay.

Iowa Total Care will help cover the cost for your meals and room within Iowa Department of Health & Human Services limits.



### The current covered limits are:

Breakfast	\$8	All locations
Lunch	\$10	All locations
Dinner	\$19	All locations
Room	\$93	Omaha, NE
Room	\$95	Rochester, MN
Room	\$77	Iowa and surrounding states



**PLAN AHEAD.** Call **1-833-404-1061** at least two (2) business days before your approved, medically-necessary trip. Be sure to keep track of your Confirmation ID number and your receipts for meals and room costs so you can be paid back.



**Access2Care** will send you the policy and claim form to use for reimbursement. You can find these forms online at [IowaTotalCare.com](http://IowaTotalCare.com).



Iowa Total Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. | Iowa Total Care cumple con las leyes federales de derechos civiles aplicables y no discrimina en base a la raza, el color, el país de origen, la edad, la discapacidad o el sexo.

Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call 1-833-404-1061 (TTY: 711). | Usted tiene a su disposición, sin costo alguno, servicios de asistencia de idiomas, ayudas y servicios auxiliares, material impreso en letra más grande, traducción oral y otros formatos alternativos. Para obtener esto, llame al 1-833-404-1061 (TTY: 711). | 可以免费为您提供语言协助服务、辅助用具和服务以及其他格式。如需获得这些服务，请致电 1-833-404-1061 (TTY: 711).

**1-833-404-1061** (TTY: 711)