







***Members may call their MCO OR the Transportation Broker directly to request a ride**

MCO	 800-600-4441	 855-332-2440	 800-464-9484
Transportation Broker	 844-544-1389	 Routine trips - 855-346-9760	 888-513-1613
Timeline for request	At least 48 hours/2 business days in advance, up to 30 days in advance	At least 48 hours/2 business days in advance, up to 30 days in advance	At least 48 hours/2 business days in advance, up to 60 days in advance
WIC rides provided?	NO	YES	NO
Pharmacy rides provided?	YES - after an appointment ONLY	YES - after appointment OR stand-alone	YES - after an appointment OR stand alone
Can someone else make a ride request on behalf of member?	YES; do not have to be with member at time of request	YES; do not have to be with member at time of request	YES; do not have to be with member at time of request
New Guidance: Are multi-stop pickups allowed?	Yes, but only for one portion of the trip. The adult and child can be picked up from the same location and returned to separate locations, OR picked up from separate locations and returned to the same location.	Yes; this request should be made with call center at the time the ride is scheduled.	Yes; this request should be made with the call center at the time the ride is scheduled.
New Guidance: How many passengers allowed?	4 total passengers allowed including patient. Must be disclosed to call center when scheduling ride.	6 total passengers allowed including patient. Must be disclosed to call center when scheduling ride.	4 total passengers allowed including patient. Must be disclosed to call center when scheduling ride.
Car seats required?	YES; member must provide car seats up to age 6	YES; member must provide car seats up to age 6	YES; member must provide car seats up to age 6
How is mode of transportation determined?	Member is able to request their preferred transportation provider (may not always be granted). Mileage reimbursement also available - must schedule at least 1 hour before appointment, 40 cents per mile, doctor signs off on log	The most economical mode of transportation is used. At time of request, Access2Care asks: 1 - Is this a request for mileage reimbursement? (member has their own transportation available) Request can be made any time before appointment time. If No, Option 2. 2 - Are you able to ride the bus? If yes, bus pass is provided. If 2 or more medical appointments in a month, a monthly unlimited bus pass is provided (can also use bus pass for personal use). If No, Option 3. 3 - If cannot ride bus, call is transferred to Care Coordinator who will confirm with medical provider that member is physically unable to ride the bus; if confirmed, member will be approved for curbside pickup.	Not asked. Member can request ride OR mileage reimbursement (30 cents per mile). Broker's first choice for rides is a bus pass. Case Managers and RNs are able to complete a Level of Need assessment (LON) for clients. This may help to bypass the busline priority and get approval for curbside pickup if the bus pass is not a practical option.

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Interpretation Services?	Spanish available at call center. Other languages will call in and we will call for an interpreter at the time of the call.	Automated option for Spanish. Other languages - hold on line until representative answers; call transferred to manager who conference calls interpretation services.	Automated option for Spanish. Other languages - hold on line until representative answers; conference call with interpretation services.
Return Trip Accommodations	Call center will ask if the ride is roundtrip. To decrease wait time, member should schedule return trip. If unable to specify a time for the return trip, the member's return ride will be listed as a "Will Call" ride. When they are ready to be picked up the member will need to call 844-544-389 or their MCO to connect with transportation. The assigned transportation provider has 60 minutes to pick up the member. If they are not picked up within 60 minutes, the member should call again.	Call center will ask if the ride is roundtrip. To decrease wait time, member should schedule return trip. If unable to specify a time for the return trip, the member's return ride will be listed as a "Will Call" ride. When they are ready to be picked up the member will need to call 855-346-9760 or their MCO to connect with transportation. The assigned transportation provider has 60 minutes to pick up the member. If they are not picked up within 60 minutes, the member should call again.	Call center will ask if the ride is roundtrip. To decrease wait time, member should schedule return trip. If unable to specify a time for the return trip, the member's return ride will be listed as a "Will Call" ride. When they are ready to be picked up the member will need to call 888-513-1613 or their MCO to connect with transportation. The assigned transportation provider has 60 minutes to pick up the member. If they are not picked up within 60 minutes, the member should call again.
Number for Members to use when needing information about return trip.	Where's My Ride? 844-544-1390	Care Coordination Line: 855-212-2213	Call the regular 800 number for MTM at 888-513-1613 and ask about location of driver.
Other	May request VNS as provider, though no guarantee that request will be granted.	For escalated/complex issue, call Care Coordination Line: 855-212-2213	May also provide rides to hawk-i, Iowa Health and Wellness Plan, and Iowa Family Planning members as a Value-Added Benefit Can schedule recurring appointments for up to 3 months at a time