



TO SCHEDULE A RIDE, CALL 1-844-610-7437

Non-Emergency Medical Transportation (NEMT) Frequently Asked Questions (FAQ)

What type of services is NEMT and how much does it cost?

As a member of Aetna Better Health® of Michigan you pay \$0 for NEMT. Use this benefit to get a ride to and from your doctor's office, dentist's office and pharmacy.

Who can use this benefit?

Access2Care (A2C) members who need an ambulance, wheelchair or stretcher van services can schedule non-emergency transportation. If you need emergency care, always dial 911 and request an ambulance.

If you need help getting to and from the vehicle, let A2C know when you call to schedule a ride. A2C gives curb-to-curb service. Door-to-door service is available if requested.

Note: If you use a wheelchair you must meet the driver outside your home. For your safety, drivers are not allowed to carry you.

How to schedule a ride.

To schedule a ride, call A2C's toll-free number at **1-844-610-7437**.

Note: For Michigan Medicare only: You will need to call the Aetna Better Health's Member Services number and follow the prompts to connect you to A2C's toll-free reservation line.

To book a ride, just call A2C's toll-free reservation line at least 72 business hours before your scheduled appointment. You can make reservations up to 30 days ahead. If you have repeat appointments such as dialysis, chemotherapy or radiation you can make your reservations up to 90 days at a time.

How to schedule a ride for an urgent/same day appointment or facility discharge:

Call the A2C toll-free reservation line 24 hours a day, 7 days a week, 365 days a year. A2C will try to find you a ride.

What information do you need when calling A2C?

A2C will need the following:

- Full name
- Aetna Better Health member ID number

- A2C member ID number
- Date of birth
- Home address
- Phone number
- When scheduling a ride for a specific appointment time, give A2C the date and time of the appointment

Who can call to schedule a ride?

Members 18 and up. Parents, legal guardian, or authorized representative of members under 18, member's caregiver, a case manager or other medical providers and facilities (such as hospitals).

The person calling to schedule the ride will need the following:

Member's full name, date of birth, address, phone number, and plan member ID number, date and time of the member's scheduled appointment, the address and phone number of where the member is going.

How will I get to appointments?

Vehicles include car, taxi, ride-sharing vehicle or wheelchair lift-equipped van. You can't pick the type of vehicle. They will use the best vehicle for your mobility and physical needs. The driver will pick you up at the address you requested when you called. You must be ready 60 minutes before your scheduled pickup time.

If you are an Ambulatory member you can request the ride-share option or a bus pass. If you have someone who can drive you to and/or from your appointment, You can request mileage reimbursement when scheduling your ride.

How do I get home from my appointment?

The driver may arrive up to 60 minutes before or after your scheduled pickup time. You should be ready to leave when the driver arrives.

If you call for a ride after your appointment, the driver should pick you up within one hour. When a hospital/facility calls to request a ride for you after discharge, A2C will be there within three hours. Your driver should pick you up within 60 minutes after the request is made.

What if the driver is late?

If the driver is more than 15 minutes late, you should call A2C for Ride Assist. Don't call the driver who dropped you off. A2C can help, and if necessary, arrange to send a different driver to pick you up.

Do I need Aetna Better Health's approval for a trip?

Trips more than 100 miles one-way or out of our service area require prior approval. A2C will contact us to request authorization.

For more information or to schedule a ride, call A2C at **1-844-610-7437**.

Readability Statistics



Counts

Words	547
Characters	3,337
Paragraphs	31
Sentences	40

Averages

Sentences per Paragraph	1.9
Words per Sentence	12.5
Characters per Word	3.9

Readability

Flesch Reading Ease	86.2
Flesch-Kincaid Grade Level	4.3
Passive Sentences	5.0%

OK