



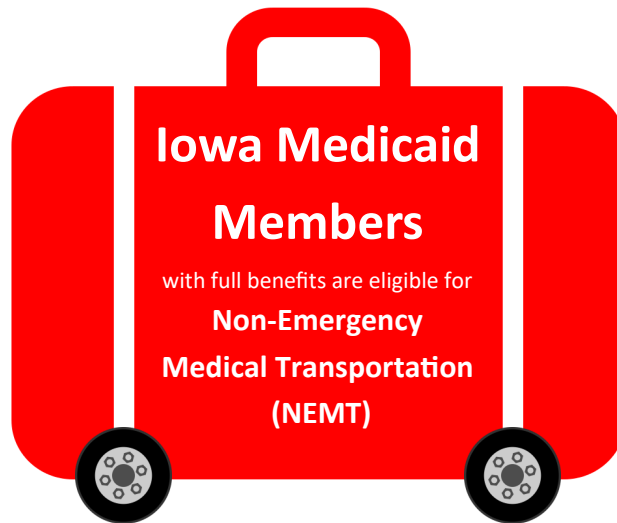
Rev. 7/2023

Need help getting to medical appointments?



Instructions on back
of page!!

2-day notice
required!!



UPDATE
July 2023

Who do I call to schedule a ride in advance?

**Amerigroup Iowa
Members**

Call:

Access2Care

844-544-1389

**Iowa Medicaid
Fee-for-Service (FFS)
Members**

Call :

MTM

866-572-7662

**Iowa Total Care
Members**

Call:

Access2Care

877-271-4819

**Molina Healthcare
Members**

Call:

Access2Care

844-849-2062

If you have questions about your NEMT eligibility status:

1. Contact your Income Maintenance Worker at your local Health and Human Service (HHS) office at 877-347-5678.
2. Contact the Iowa Medicaid Member Services Unit at 800-338-8366, Monday through Friday, 8a -5p.
3. If you are in the IA Health Link managed care program, you may contact your Managed Care Organization (MCO) directly at:

Amerigroup Iowa, Inc. 800-600-4441 | **Iowa Total Care** 833-404-1061 | **Molina Healthcare** 844-236-0894



Before calling, make sure to have the following information:

Personal information about you:

1. Full Name
2. Address — street , city, state, zip code
3. Medicaid member ID
4. Phone number
5. Date of birth

Information about your appointment:

1. Time
2. Date
3. Appointment address — street, city, state, zip code
4. Phone number for provider or clinic
5. Name of provider you have an appointment with
6. Name of facility your appointment is at

Directions for Contacting your Transportation Brokerage:

1. Need a ride? Once your appointment is scheduled with your care provider, call and **ask for a ride**.

- Must book **2 days** (48 hours) in advance; no more than 30 days

2. Have a ride? Contact your assigned transportation brokerage:

- **Access 2 Care:** Call 844-521-9948 **2 days** (48 hours) before your appointment occurs to request Gas Mileage Reimbursement. Each MCO sets their own reimbursement rates. Once you attend your appointment, your reimbursement payment will be automatically processed.
- **MTM:** Call 866-572-7662 and ask for instructions on gas reimbursement.

3. Online reservations and additional information:

- **Access 2 Care:** www.access2care.net
- **MTM:** www.mtm-inc.net/iowa



Upon scheduling, request can be made for:

- Standard Vehicle
- Bus Fare
- ADA Accessible Vehicle



Check the status of your ride:

Access 2 Care: 888-644-3547

MTM: 866-572-7662

Arrange non-medical waiver transportation by calling:

Access 2 Care: 888-630-4822

MTM: 866-572-7662

Looking for ways to get around Johnson County?

Contact the Mobility Coordinator:

Kelly Schneider

(319)356-6090

kschneider@johnsoncountyiowa.gov
www.johnsoncountyiowa.gov/mobility

