



# Need help getting to medical appointments?

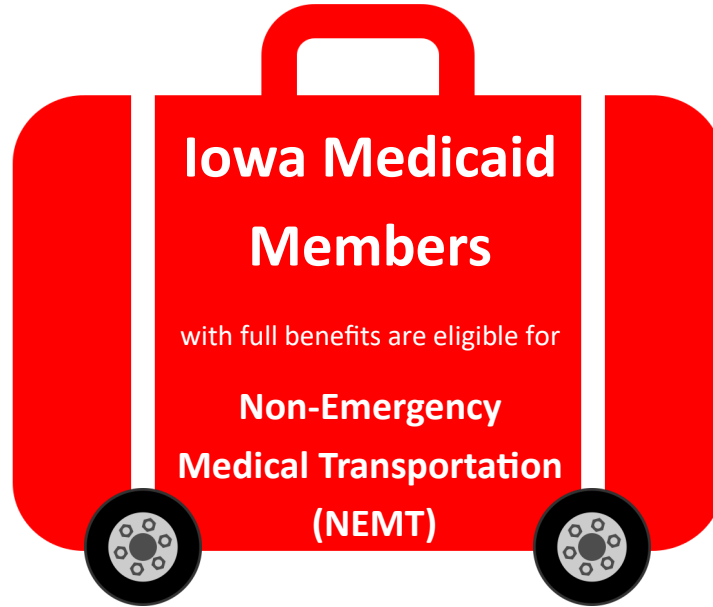


Revised: 12/2022



Instructions on back of page!!

2-day notice required!!



Who do I call to schedule a ride in advance?



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

Call :

**MTM**

**866-572-7662**

**Amerigroup Iowa  
Members**

Call:

**Access2Care**

**844-544-1389**

**Iowa Total Care  
Members**

Call:

**Access2Care**

**833-404-1061**

First select language. Then say "member". Next say "transportation".

If you have questions about your NEMT eligibility status:

1. Contact your Income Maintenance Worker at your local Department of Human Service (DHS) 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:



## 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? Ask for **gas reimbursement**:

- **Access 2 Care:** Call minimum of **1 hour** before appointment
- **MTM:** Call before or day of appointment



3. Online reservations and additional information:

- **Access 2 Care:** <https://a2cmember.emsc.net/Login.aspx>
- **MTM:** [www.mtm-inc.net/iowa](http://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](mailto:kschneider@johnsoncountyiowa.gov)  
[www.johnsoncountyiowa.gov/mobility](http://www.johnsoncountyiowa.gov/mobility)

