

Service area

- Pickup address — Must be within the state of Iowa.
- Drop-off address — Area extends to include all surrounding states: MN, WI, IL, MO, NE, SD.
- Trips outside the service area — Must be approved by calling AmeriHealth Caritas Iowa Member Services at 1-855-332-2440 (TTY 1-844-214-2471).

Non-emergency medical transportation (NEMT) services

	Phone numbers	Notes
Routine visit trip reservations	Members call Access2Care at 1-855-346-9760 (TTY 1-800-735-2942)	<ul style="list-style-type: none"> • Monday – Friday from 7:30 a.m. to 6 p.m. Central, holidays excluded. • Members must give two business days' minimum advance notice.
Ride assist	Members call 1-855-212-2213	<ul style="list-style-type: none"> • For same-day urgent trips.

Reimbursement:

For NEMT services, AmeriHealth Caritas Iowa members will not have to submit a claim since mileage is computed during the reservation. Once the NEMT service is complete, processing for payment begins. Mileage checks for pre-scheduled and pre-approved NEMT transportation services will be mailed directly to the member.

Ambulance trips

	Where does the member call?	Provider contract holder	How does the provider get paid?
Emergency trips	911	Not applicable	Provider submits claim to AmeriHealth Caritas Iowa
Non-emergency trips	Access2Care 1-855-346-9760	Access2Care	Provider submits claim to Access2Care
Other ambulance trips	AmeriHealth Caritas Iowa Member Services 1-855-332-2440 (TTY 1-844-214-2471) Warm transfer to the Rapid Response and Outreach Team	Provider Network Management	Provider submits claim to AmeriHealth Caritas Iowa

Non-emergency ambulance trips and other ambulance trips for NEMT services are limited to services covered by AmeriHealth Caritas Iowa. Requested ambulance trips will be scheduled under the direction and support of AmeriHealth Caritas Iowa's Rapid Response and Outreach Team and Case Management team.

Car seats

- For ambulatory transportation services (e.g., sedan, van, taxi), members must provide all necessary child safety or booster seats.
- Members and riders without proper safety seats will not be transported.
- Members without the proper child safety equipment should call AmeriHealth Caritas Iowa Member Services at 1-855-332-2440 (TTY 1-844-214-2471). They will be transferred to the Rapid Response and Outreach Team for assistance in obtaining necessary child safety equipment.

Pharmacy trips

- Member can request that the driver stop at the pharmacy following a medical appointment.
- Driver will wait, if possible. Otherwise, members can call the Ride Assist line at 1-855-212-2213 for pickup.

Additional passengers

- Member and up to four additional passengers are allowed if disclosed at time of scheduling.
- All appropriate car seats and required safety equipment must be provided by the parent, guardian or escort.

Home- and community-based services (HCBS) waiver transportation services

- Requesting HCBS waiver transportation — Members must coordinate transportation authorization through their Case Managers.
- Authorizations issued in 90-day increments and available to provider in advance of scheduled transports.
- If a provider is not available, Access2Care may provide backup services for non-medical waiver transports.
- Authorizations (formerly Notice of Decision) will continue to come from Case Managers to providers before services are provided.