



## Non-Emergency Medical Transportation Services

Cook Children's Health Plan works with **Access2Care** to provide you with **non-emergency medical transportation (NEMT)** services. **Access2Care** will provide transportation to non-emergency health care appointments if you do not have other options. These trips include rides to the:

- Doctor
- Hospital
- Dentist
- Pharmacy

If you or your child need a ride to an appointment, we may be able to help you with:

- Public transportation, like the city bus.
- Money to purchase gas.
- A taxi or van service.
- Commercial transit, like a bus or plane, to go to another city for an appointment.



### How to request a ride?

You can call **Access2Care** at **1-844-572-8195 (TTY: 7-1-1)** to schedule a ride.

You can call **24 hours a day, 7 days a week.**

- You must call at least two working days before your health care appointment to set up a ride.
- If your doctor says you have an urgent need, you can set up trips with less than two working days' notice. Urgent trips include:
  - Hospital discharges
  - Trips to the pharmacy
  - Trips for urgent conditions that require treatment within 24 hours. These trips **do not** include ambulance trips.



### What do I need to request a ride?

- Your Medicaid ID or Member number
- Address and phone number of where you need to be picked up
- Name, address and phone number of your Medicaid provider you will be visiting
- Date and time of your health care visit



### How to change or cancel a ride?

To cancel or change any NEMT rides, you need to call **Access2Care** 24 hours in advance at **1-844-572-8195.**



### How to file a complaint regarding services?

You can call **1-844-572-8195** for complaints about your service.