



Non-Emergency Medical Transportation

Revised: 050323

Our Promise

Knowing every child's life is sacred, we promise to improve the well-being of every child in our care and our communities.



Agenda

- Provider Support Services
- Service Delivery Area
- Non-Emergency Medical Transportation
- Training Resources

Provider Support Services

888-243-3312

A representative is available Monday – Friday, 8am-5pm, excluding state holidays.

Service Delivery Area

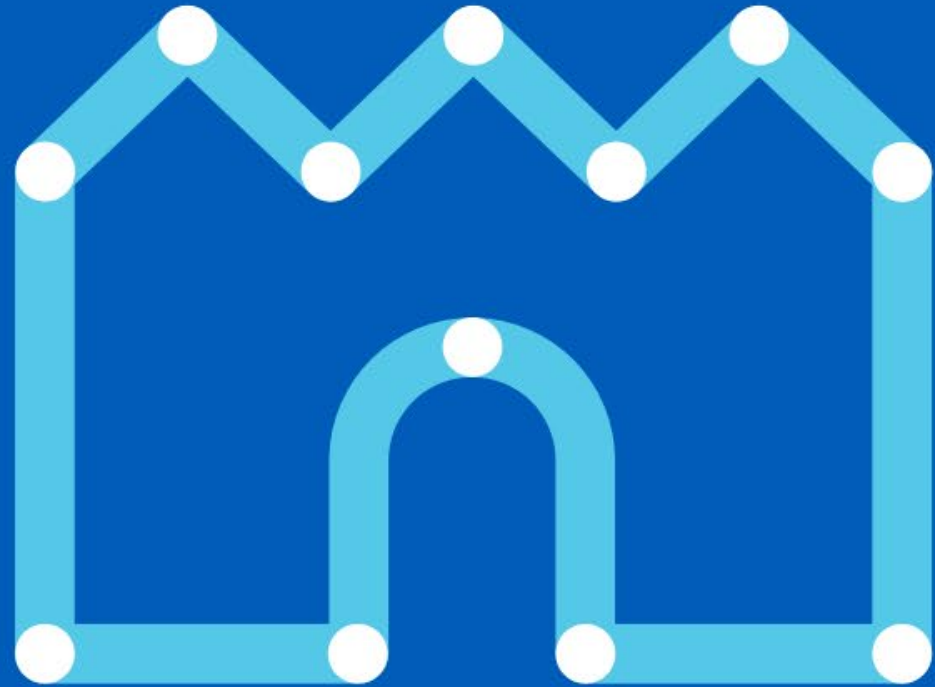


Cook Children's Health Plan provides essential coverage to low-income families in our six-county service area who qualify for government-sponsored programs, including Medicaid, CHIP and STAR Kids.

The six counties our service delivery area currently covers is: Wise, Denton, Parker, Tarrant, Hood and Johnson county.

Note: In order to be listed in our Provider Directory out of area Providers must have a local or toll free number.

Access2Care



Non-Emergency Medical Transportation

Cook Children's Health Plan works with Access2Care to provide Members with Non-Emergency Medical Transportation (NEMT) services. Access2Care will provide medical transportation to non-emergency health care appointments if the Member does not have other options.

This includes rides to:

- Doctor
- Dentist
- Hospital
- Pharmacy

Does NOT include ambulance trips.

Transportation Services

If a Member needs a ride to an appointment, we may be able to provide assistance with:

- Public transportation
 - City bus
 - City train
- A taxi or van service
 - Including wheelchair accessible vehicles
- Commercial transit
 - Bus
 - Plane
 - Train
- Gas money

Transportation Services

- Mileage reimbursement for an individual transportation participant (ITP)
 - ITP can be the Member, the Member's family member, friend, or neighbor
- Meals and lodging
 - Members may be eligible to receive the cost of meals associated with a long distance trip
- Members may be eligible to receive the cost of lodging associated with a long distance trip
 - Does not include any amenities or incidentals
- Members may be eligible to receive funds in advance of a trip to cover authorized NEMT services

How to Request a Ride

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

- Rides are available twenty-four hours a day, seven days a week
- Members must call at least two working days before their health care appointment to set up a ride
- If a Provider says the Member has an urgent need, the Member 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 twenty-four (24) hours

Note: These trips **do not** include ambulance trips.

How to Change or Cancel a Ride

To change or cancel any NEMT rides, the Member needs to call Access2Care twenty-four hours in advance at 844-572-8195.

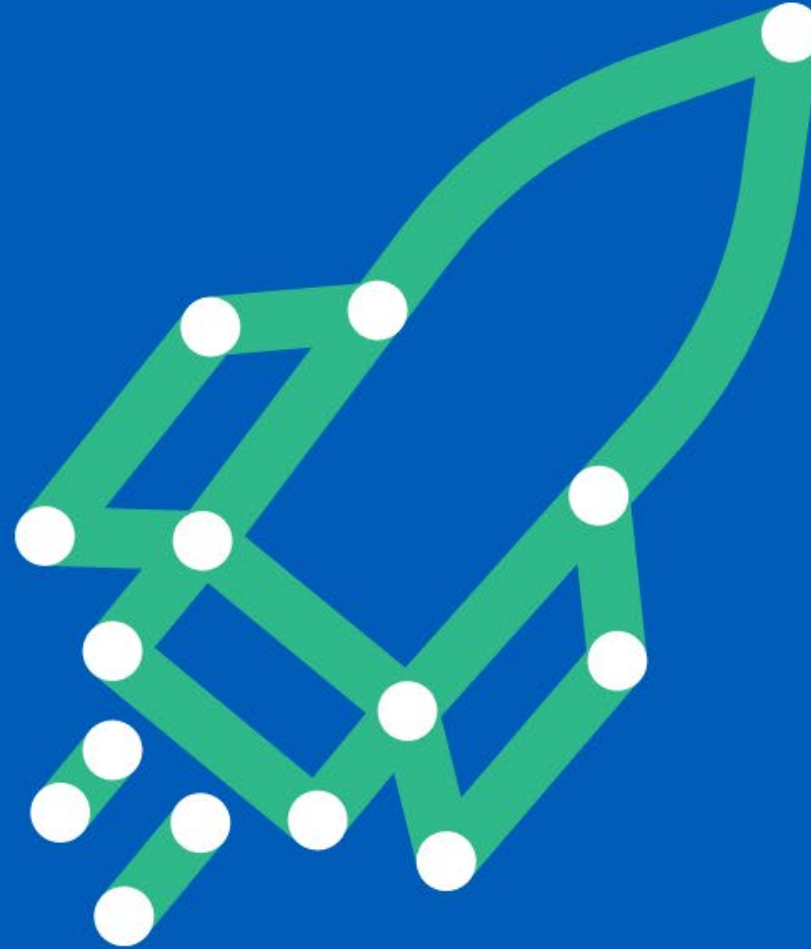
If you have a Member you think would benefit from receiving Access2Care, please refer him or her to Access2Care at 844-572-8195 for more information.

How to File a Complaint



Members can call Access2Care at 844-572-8195 to file a complaint about their service.

Training Resources



Training Resources

- [Access2Care](#)
- [Access2Care Flyer](#)



www.cookchp.org

Cook Children's Health Plan

A local, non-profit health plan that cares about our community.

How may we help you?



For Providers

- [Behavioral Health Services](#)
- [Complaints and Appeals](#)
- [Electronic Submission Services](#)
- [Electronic Visit Verification](#)
- [Grand Rounds Video Library](#)
- [HHSC News](#)
- [Joining the Network](#)
- [Long Term Services and Supports](#)
- [Manuals and Forms](#)
- [Pharmacy Information](#)
- [Prior Authorization](#)
- [Private Duty Nursing](#)
- [Provider News](#)
- [Provider Relations](#)
- [Resources](#)
- [Secure Provider Portal](#)
- [Quality Improvement](#)
- [Texas Health Steps](#)
- [Therapy Information](#)

Thank You!