

Non-Emergency Medical Transportation

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Cook Children's Health Plan works with Access2Care to provide Members with Non-Emergency Medical Transportation (NEMT) services.

Access2Care will provide transportation to non-emergency health care appointments if the Member does not have other options.

This includes:

- Rides to the doctor
- Dentist
- Hospital
- Pharmacy

Note: Does NOT include ambulance trips.

What is needed to schedule a ride?

- Member's Medicaid ID or Member number
- Member's address
- Member's phone number
- Name, address and phone number of the Medicaid Provider the Member will be visiting
- Date and time of the health care visit

How to Request a Ride?

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

- Rides are available 24 hours a day, 7 days a week
- Members must call at least two working days before their health care appointment to set up a ride
- If a doctor 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 24 hours
 - These trips do not include ambulance trips

Access2Care Contact Information

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.

- [Access2Care Flyer](#)

For general health plan questions, contact Cook Children's Health Plan Provider Support Services at 888-243-3312.