MEMORANDUM

TO: Valued Providers

FROM: El Paso Health

DATE: May 5, 2021

RE: Non-Emergency Medical Transportation (NEMT) **Access2Care** – Effective June 1,

On June 1, 2021, **Access2Care** will provide Non-Emergency Medical Transportation (NEMT) services to El Paso Health STAR members. Transportation services currently provided by the Health & Human Services Medical Transportation Program (MTP) will end on May 31, 2021.

What is Non-Emergency Medical Transportation (NEMT) services?
Starting on June 1, 2021, **Access2Care** will provide transportation to non-emergency health-care appointments for STAR members who have no other transportation options. These trips include rides to the doctor, dentist, hospital, pharmacy, and other places that provide Medicaid covered services. These trips do NOT include ambulance trips.

What services will Access2Care provide?

There are many types of transportation services offered by **Access2Care**, including:
- Passes or tickets for transportation such as mass transit within and between cities or states, including by rail or bus.
- Commercial airline transportation services.
- Car, vehicle, private bus services, including wheelchair-accessible vehicles, if necessary. These are types of rides where members are picked up and dropped off at the entrance/exit of their home or providers office.
- Mileage reimbursement for an Individual Transportation Participant (ITP) for a verified completed trip to a covered health-care service. The enrolled ITP can be a responsible party, a family member, a friend, or a neighbor of the Medicaid member.

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How do members get a ride?

If members need a **ride before June 1, 2021**, call 1-877-633-8747 (877-MED-TRIP). For **rides on or after June 1, 2021**, El Paso Health Medicaid members can request NEMT services by calling **Access2Care** at 1-844-572-8196. Access2Care Representatives are bilingual in English and Spanish and also offer interpreter services in other languages if necessary.

Access2Care Contact Information:

For Call Center/Appointments:	1-844-572-8196, TTY: 711
Hours:	24 hours a day, 7 days a week and 365 days a year
Where's My Ride:	1-844-572-8196, TTY: 711
Hours:	24 hours a day, 7 days a week and 365 days a year

Members should request their transportation as early as possible, and at least two working (business) days before their scheduled appointment. In certain circumstances, members may request transportation with less than two working (business) days' notice. These circumstances include:
- Getting a ride home after being discharged from a hospital;
- Trips to the pharmacy to pick up a medication or approved medical supplies;
- Trips for urgent conditions. (An urgent condition is a health condition that is not an emergency but is severe or painful enough to require treatment within 24 hours.)

How do members change or cancel a ride?
To cancel or change any NEMT rides, members need to call **Access2Care** 24 hours in advance at 1-844-572-8196.

Please contact our Provider Relations Department at 915-532-3778 for any questions regarding this information.

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