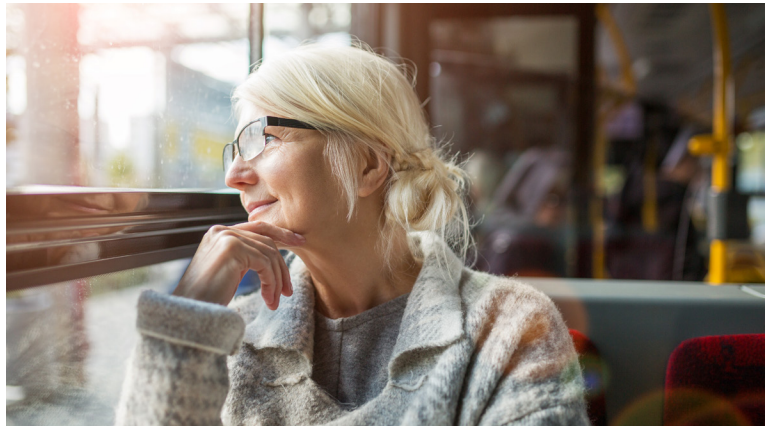


Medicaid members who do not have their own means of transportation to medical appointments covered by Medicaid can get bus or light rail passes from their health care plans.

Members must first use all other options to secure transportation such as:

- Asking a family member or friend,
- Walk or bike, or
- Carpool.



NEMT already exists. How is this different?

Non-Emergency Medical Transportation (NEMT) is a covered service for Medicaid members who do not have their own transportation or means to arrange for their own transportation to Medicaid-covered services. Now providers and health plans must also offer public transportation as an option, if available in your area.

This gives members extra options that fit their needs, their preference, and possibly even their schedules.

If a member has a qualified reason for obtaining an NEMT public transportation day pass, that pass may be used for other health related activities in addition to traveling to and from their provider.

How do I pay for trips on public transportation?

Just like other NEMT options, call your health plan and request transportation. Tell the Member Services representative you would prefer a public transportation pass to access your health care services. The health plan will send a pass in the mail that can be used on public transportation (e.g., bus and light rail, if available in that area). Due to delays in the mail system, please allow as much advance notice as possible so you receive your pass in time for your appointment.

If you have questions about public transportation routes and schedules, please contact the public transit providers serving your area.

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.

AHCCCS Health Plan Contacts

AHCCCS ACUTE CARE/INTEGRATED HEALTH PLANS	
Arizona Complete Health - Complete Care Plan Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care Customer Service 1-800-624-3879 www.mercycareaz.org
Care 1st Health Plan Customer Service 1-866-560-4042 www.care1staz.com	Molina Complete Care Customer Service 1-800-424-5891 www.mccofaz.com
Banner – University Family Care Customer Service 1-800-582-8686 www.bannerufc.com/acc	United Healthcare Community Plan Customer Service 1-800-348-4058 www.uhccommunityplan.com
Health Choice Arizona Customer Services 1-800-322-8670 www.healthchoiceaz.com	Mercy Care Department of Child Safety Comprehensive Health Plan Customer Service 1-833-711-0776 mercycareaz.org/members/chp-members

LONG TERM CARE HEALTH PLANS (PROGRAM CONTRACTORS)	
Banner – University Family Care LTC Customer Service 1-833-318-4146 www.bannerufc.com	Mercy Care LTC Customer Services 1-800-624-3879 www.mercycareaz.org
United Healthcare LTC Customer Service 1-800-293-3740 www.uhccommunityplan.com	Department of Economic Security/ Division of Developmental Disabilities (DES/DDD) Customer Service 1-844-770-9500 www.azdes.gov/ddd/

REGIONAL BEHAVIORAL HEALTH AUTHORITY (RBHA) HEALTH PLANS		
Arizona Complete Health - Complete Care Plan RBHA Customer Service 1-888-788-4408 www.azcompletehealth.com/completecare	Mercy Care RBHA Customer Service 1-800-564-5465 www.mercycareaz.org	Health Choice Arizona RBHA Customer Services 1-800-322-8670 www.healthchoiceaz.com