



# Need help getting to medical appointments?

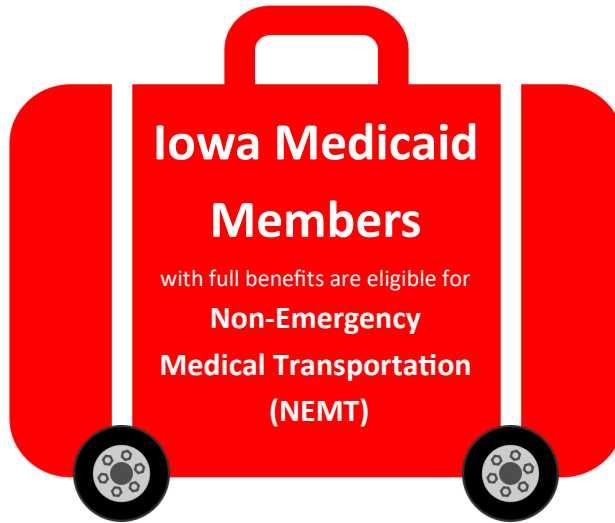


Rev. 7/2023



Instructions on back of page!!

2-day notice required!!



**UPDATE**  
July 2023

Who do I call to schedule a ride in advance?

**Amerigroup Iowa Members**

Call:

**Access2Care**

**844-544-1389**

**Iowa Medicaid Fee-for-Service (FFS) Members**

Call :

**MTM**

**866-572-7662**

**Iowa Total Care Members**

Call:

**Access2Care**

**877-271-4819**

**Molina Healthcare Members**

Call:

**Access2Care**

**866-849-2062**

If you have questions about your NEMT eligibility status:

1. Contact your Income Maintenance Worker at your local Health and Human Service (HHS) office at 877-347-5678.
2. Contact the Iowa Medicaid Member Services Unit at 800-338-8366, Monday through Friday, 8a -5p.
3. If you are in the IA Health Link managed care program, you may contact your Managed Care Organization (MCO) directly at:

**Amerigroup Iowa, Inc.** 800-600-4441 | **Iowa Total Care** 833-404-1061 | **Molina Healthcare** 844-236-0894



## Before calling, make sure to have the following information:

### Personal information about you:

1. Full Name
2. Address — street , city, state, zip code
3. Medicaid member ID
4. Phone number
5. Date of birth

### Information about your appointment:

1. Time
2. Date
3. Appointment address — street, city, state, zip code
4. Phone number for provider or clinic
5. Name of provider you have an appointment with
6. Name of facility your appointment is at

## Directions for Contacting your Transportation Brokerage:

1. Need a ride? Once your appointment is scheduled with your care provider, call and **ask for a ride**.

- Must book **2 days** (48 hours) in advance; no more than 30 days

2. Have a ride? Contact your assigned transportation brokerage:

- **Access 2 Care:** Call 844-521-9948 **2 days** (48 hours) before your appointment occurs to request Gas Mileage Reimbursement. Each MCO sets their own reimbursement rates. Once you attend your appointment, your reimbursement payment will be automatically processed.
- **MTM:** Call 866-572-7662 and ask for instructions on gas reimbursement.

3. Online reservations and additional information:

- **Access 2 Care:** [www.access2care.net](http://www.access2care.net)
- **MTM:** [www.mtm-inc.net/iowa](http://www.mtm-inc.net/iowa)



Upon scheduling, request can be made for:

- Standard Vehicle
- Bus Fare
- ADA Accessible Vehicle



Check the status of your ride:

**Access 2 Care:** 888-644-3547

**MTM:** 866-572-7662

Arrange non-medical waiver transportation by calling:

**Access 2 Care:** 888-630-4822

**MTM:** 866-572-7662

## Looking for ways to get around Johnson County?

Contact the Mobility Coordinator:

Kelly Schneider

(319)356-6090

[kschneider@johnsoncountyiowa.gov](mailto:kschneider@johnsoncountyiowa.gov)  
[www.johnsoncountyiowa.gov/mobility](http://www.johnsoncountyiowa.gov/mobility)

