



Need help getting to medical appointments?

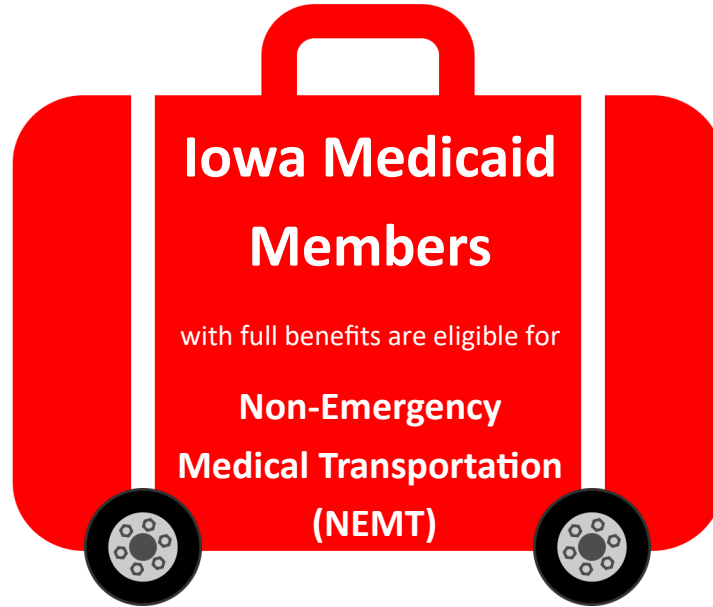


Revised: 12/2020



Instructions on back of page!!

2-day notice required!!



Who do I call to schedule a ride in advance?



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

Call :

Access2Care

1- 866-572-7662

**Amerigroup Iowa
Members**

Call:

Access2Care

1-844-544-1389

**Iowa Total Care
Members**

Call:

Access2Care

1- 833-404-1061

Press 2 for member services and then 1 for transportation

If you have questions about your NEMT eligibility status:

1. Contact your Income Maintenance Worker at your local Department of Human Service (DHS) office at 1-877-347-5678.
2. Contact the Iowa Medicaid Member Services Unit at 1-800-338-8366, 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. 1-800-600-4441 | Iowa Total Care 1-833-404-1061



Before calling Access 2 Care, 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 Access2Care:

1. Need a ride? Once your appointment is scheduled with your care provider, call Access 2 Care and **ask for a ride.**



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

2. Have a ride? Ask for **gas reimbursement:**



- Call minimum of **1 hour** before appointment

3. Online reservations and additional information:



- www.access2care.net/services/managed-transportation/members-riders/online-ordering

Upon scheduling, request can be made for:

- Standard Vehicle
- Bus Fare
- ADA Accessible Vehicle



Check the status of your ride by calling:

1-888-644-3547

Arrange non-medical waiver transportation by calling:

1-888-630-4822

Looking for ways to get around Johnson County?

Contact the Mobility Coordinator:

Kelly Schneider
(319)356-6090

kschneider@johnsoncountyiowa.gov
www.johnsoncountyiowa.gov/mobility

