



NEED HELP GETTING TO MEDICAL APPOINTMENTS?

Iowa Medicaid Members with full benefits are eligible for
Non-Emergency Medical Transportation (NEMT)

Revision: 7/2025



WELLPOINT MEMBERS

Call: Access2Care
844-544-1389



IOWA TOTAL CARE MEMBERS

Call: Access2Care
877-271-4819



MOLINA HEALTHCARE MEMBERS

Call: Access2Care
866-849-2062

IOWA MEDICAID FEE-FOR-SERVICE (FFS) MEMBERS

Call: MTM
866-572-7662

2-day notice is required!!
Instructions are on the back of this page!!

**Don't
Forget!**



BEFORE CALLING, MAKE SURE YOU HAVE THE FOLLOWING INFORMATION:



Personal information about you:

- Full name
- Address - street, city, state, zip
- Medicaid member ID
- Phone number
- Date of birth
- Accommodations such as wheelchair accessible vehicle



Information about your appointment:

- Time and date
- Appointment address - street, city, state, zip
- Clinic or provider's phone number
- Provider's name
- Name of facility where your appointment is at
- Round trip or one-way ride
- Pick-up location
- Appointment type



Have a ride and need gas reimbursement?



Contact your transportation broker at least **2 days** prior to your appointment:

- Iowa Medicaid FFS: 866-572-7662
- Iowa Total Care: 877-271-4819
- Molina: 866-849-2062
- Wellpoint: 844-544-1389



CHECK 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:

Iowa Total Care 833-404-1061

Molina Healthcare 844-236-0894

Wellpoint 800-600-4441



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Looking for ways to get around Johnson County?

Contact the Mobility Coordinator:

Kelly Schneider

319-356-6090

kschneider@johnsoncountyiowa.gov

www.johnsoncountyiowa.gov/mobility