

Member Handbook

Dear Medicaid Member,

Starting on **June 1, 2021**, Community Health Choice will provide non-emergency medical transportation services. We will use Access2Care to provide services. Please see below information we will add to our Medicaid handbook when we print it again.

PHONE NUMBERS (Important Phone Numbers Page)

STAR Non-emergency Medical Transportation (NEMT)

Call to schedule and to check the status of your ride.

Access2Care is available 24 hours a day, 7 days a week. Call Access2Care toll-free at 1.844.572.8194 or schedule through the Access2Care (A2C) Member app. Download the app from your app store. Information is available in English and Spanish. Call Access2Care to get an interpreter. 7-1-1 TDD for Hearing-Impaired. In case of an emergency, call 9-1-1 or go to the nearest hospital.

What is a Primary Care Provider? (Page 15)

We can help you schedule your first checkup and get transportation to your Provider's office. Call Access2Care toll-free at 1.844.572.8194 or schedule through the Access2Care (A2C) Member app. Download the app from your app store.

TEXAS HEALTH STEPS (Page 30)

What if I need to cancel an appointment?

If you need to cancel your child's Texas Health Steps checkup, call your doctor or Provider right away to set another date and time. If you had a ride set up through Access2Care, cancel the trip. Call Access2Care toll-free at 1.844.572.8194 or schedule through the Access2Care (A2C) Member app. Download the app from your app store.

If you are a Texas Temporary Assistance for Needy Families (TANF) recipient and you don't keep your or your child's Texas Health Steps checkups up to date, your TANF eligibility may be affected.

If you can't get your child to the checkup, Community Health Choice may be able to help. Children with Medicaid and their parent can get free rides to and from the doctor, dentist, hospital, or drug store. Access2Care is available 24 hours a day, 7 days a week. Call Access2Care toll-free at 1.844.572.8194 or schedule through the Access2Care (A2C) Member app. Download the app from your app store.

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MEMBER RESPONSIBILITIES (Page 40)

Additional Member Responsibilities while using Access2Care

1. When requesting Access2Care services, you must provide the information requested by the person arranging or verifying your transportation.
2. You must follow all rules and regulations affecting your Access2Care services.
3. You must return unused advanced funds. You must provide proof that you kept your medical appointment prior to receiving future advanced funds.
4. You must not verbally, sexually, or physically abuse or harass anyone while requesting or receiving Access2Care services.
5. You must not lose bus tickets or tokens and must return any bus tickets or tokens that you do not use. You must use the bus tickets or tokens only to go to your medical appointment.
6. You must only use Access2Care services to travel to and from your medical appointments.
7. If you have arranged for an Access2Care service but something changes, and you no longer need the service, you must contact the person who helped you arrange your transportation as soon as possible.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at 1.800.368.1019. You also can view information concerning the HHS Office of Civil Rights online at www.hhs.gov/ocr.

NONEMERGENCY MEDICAL TRANSPORTATION (NEMT) SERVICES (Page 32)

What Nonemergency Medical Transportation (NEMT) Services are available to me?

What are NEMT Services?

NEMT Services provide transportation to non-emergency health care appointments for members who have no other transportation options. These trips include rides to the doctor, dentist, hospital, pharmacy, and any other places you get Medicaid services. These trips do NOT include ambulance trips. Access2Care is Community's NEMT transportation service.

What services are part of Access2Care's Services?

- Passes or tickets for transportation such as mass transit within and between cities or states, including by rail or bus.
- Commercial airline transportation services.
- Demand response transportation services, which is curb-to-curb transportation in private buses, vans, or sedans, including wheelchair-accessible vans, if necessary.
- Mileage reimbursement for an individual transportation participant (ITP) for a verified completed trip to a covered healthcare service. The ITP can be you, a responsible party, a family member, a friend, or a neighbor.
- If you are 20 years old or younger, you may be able to receive the cost of meals associated with a long-distance trip to obtain health care services. The daily rate for meals is \$25 per day for the member and \$25 per day for an approved attendant.
- If you are 20 years old or younger, you may be able to receive the cost of lodging associated with a long-distance trip to obtain health care services. Lodging services are limited to the overnight stay and do not include any amenities used during your stay, such as phone calls, room service, or laundry service.
- If you are 20 years old or younger, you may be able to receive funds in advance of a trip to cover authorized Access2Care Services.

If you need an attendant to travel to your appointment with you, Access2Care Services will cover the transportation costs of your attendant.

Children 14 years old and younger must be accompanied by a parent, guardian, or other authorized adult. Children 15-17 years old must be accompanied by a parent, guardian, or other authorized adult or have consent from a parent, guardian, or other authorized adults on file to travel alone. Parental consent is not required if the health care service is confidential in nature.

How to get a ride

Call Access2Care toll-free at 1.844.572.8194 or schedule through the Access2Care (A2C) Member app. Download the app from your app store.

You should request Access2Care Services as early as possible, and at least two business days before you need the Access2Care service. In certain circumstances, you may request the Access2Care service with less notice. These circumstances include being picked up after being discharged from a hospital; trips to the pharmacy to pick up medication or approved medical supplies; and 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. You must notify Access2Care prior to the approved and scheduled trip if your medical appointment is cancelled.