

Transportation



AmeriHealth Caritas Ohio offers transportation that covers up to 60 one-way trips of less than 30 miles per year for doctor visits. For trips of 30 miles or more, or round trips to and from the doctor's office, we will provide your ride. We cover all necessary non-emergency rides by ambulance or wheelchair van. We also provide unlimited additional trips for chemotherapy, radiation, dialysis, or prenatal and postpartum visits. Bus day passes are available if you prefer mass transit.

Don't miss an appointment! We will make sure you have the kind of ride you need.

How to set up a ride:

1. Call MTM — our ride vendor — at **1-833-664-6368**.
2. If possible, please set up the ride at least 48 hours before your healthcare visit.
 - This does not apply for urgent needs (like same-day or next-day visits) and hospital discharges.
3. Have the full address of the location for the visit.
4. Let the driver know:
 - If there is a certain entrance to use
 - If there are any accommodations (walker, wheelchair, stretcher, no phone, ring bell, etc.)
5. If you are using a car seat, you must provide the seat and be able to set up and remove it.

To cancel or reschedule a trip:

Call MTM directly at **1-833-664-6368**, at least 24 hours before your visit.

To file a complaint or ask about additional benefits:

Call Member Services at **1-833-764-7700 (TTY 1-833-889-6446)**, 24 hours a day, seven days a week. Or visit us at **www.amerihealthcaritasoh.com**.

If you have an emergency, please call 911 or go to the nearest emergency room.



Member and family mileage reimbursement process:

- Call MTM on or before the day of your healthcare visit.
- Trip logs can be submitted no more than 60 days past the date of the first visit.
- Any healthcare professional at the facility can sign the trip log.
- Make copies of your blank reimbursement trip log. If you need a new copy of the form, you may download it at **www.memberportal.net**, or you may call and ask for one to be mailed to you.
- Keep a copy of your trip log for your records.
- For questions about reimbursement, call **1-88-513-0703**.

To learn more about transportation benefits, scan the QR code with your smartphone.



English ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-833-764-7700 (TTY 1-833-889-6446)**.

Spanish ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística sin cargo. Llame al **1-833-764-7700 (TTY 1-833-889-6446)**.

Haitian French Creole ATANSYON: Si w pale kreyòl ayisyen, genyen sèvis pou ede w nan lang pa w ki disponib gratis pou ou. Rele nan **1-833-764-7700 (TTY 1-833-889-6446)**.

Ukrainian УВАГА: Якщо ви говорите українською мовою, ви маєте право на безкоштовні мовні послуги. Телефонуйте за номером **1-833-764-7700 (TTY 1-833-889-6446)**.

Nepali/Nepalese (Nepal) ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका निम्ति भाषासम्बन्धी सहयोग सेवाहरू निःशुल्क रूपमा उपलब्ध हुन्छन् । **1-833-764-7700 (TTY 1-833-889-6446)** मा फोन गर्नुहोस् ।

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجاناً. اتصل بالرقم **(TTY 1-833-889-6446) 1-833-764-7700**.

Somali FIIRO GAAR AH: Haddii aadan ku hadlin Af-Soomaali, adeegyada caawimaada luqadda oo bilaash ah, ayaa diyaar kuu ah. Wac **1-833-764-7700 (TTY 1-833-889-6446)**.

AmeriHealth Caritas Ohio complies with applicable federal civil rights laws and does not discriminate on the basis of race; ethnicity; color; sex; religion; national origin; creed; marital status; age; Vietnam era or disabled veteran status; income level; gender identity; the presence of any sensory, mental, or physical disability; or any other status protected by federal or state law.



www.amerihealthcaritasoh.com