



Access2Care*

A Global Medical Response Solution

Amerigroup Iowa, Inc. Provider Information

* Access2Care is an independent company providing transportation services on behalf of Amerigroup Iowa, Inc.

IAPEC-2351-20

Created: December 2020 – Revised: June 2022 LR

Non-Emergency Medical Transportation Telephone Numbers

Customer Service Representatives are available to assist you to schedule transportation requests at the following numbers:

- **Reservations (Non-Waiver Member Line):** 844-544-1389
- **Ride Assist (Where's My Ride):** 844-544-1390
- **Hearing Impaired (TTY):** 855-823-8587
- **Transportation Provider Line:** 888-644-3547
- **Transportation Provider Fax:** 877-645-7837
- **Facilities Line (Waiver Member Line):** 888-630-4822
- **Facilities Fax:** 877-645-7837



Please have Member name, ID#, date of birth, pick up/drop off and appointment information.

- Transportation **to** and **from** Covered Services within the defined service area:
 - Pick-up location must be within the State of Iowa.

Modes of Transportation

The State of Iowa requires MCOs like Amerigroup Iowa, Inc. to use the lowest cost, most appropriate mode of transportation.

- **Mileage Reimbursement**
 - \$0.40 cents per loaded mile
 - No claim forms required for payment
- **Ambulatory - sedan, van, taxi**
- **Wheelchair lift-equipped vehicle (use of mass transit is optional)**
- **Public transit aka Mass transit (see Public transit criteria)**
- **Stretcher**

Operations Information

- **Reservations are accepted Monday through Friday 7:30 am to 6:00 pm CST**
 - Routine trip requests are not allowed during non-business hours
- **Urgent/same day and hospital discharge requests are accepted 24 hours a day, 7 days a week, every day of the year**
- **Calls for routine reservations are not accepted on national holidays (Martin Luther King, Jr's Birthday, New Year's Day, Memorial Day, 4th of July, Labor Day, Veteran's Day, Thanksgiving and Christmas)**
- **Ride Assistance (Where's My Ride) are accepted 24 hours a day, 7 days a week, every day of the year**

NEMT and Waiver Program Highlights

- 2 Business Days' Notice
- Same day non-Waiver medical appointments may be arranged with verification of urgency
- Same day HCBS Waiver appointments may be arranged with a best effort to secure
- Shared ride program-other members may ride together on vehicle
- Urgent Requests or trips between 50 and 249 miles one way – Require verification
- Trips 250 miles or more one way - Require Amerigroup health plan approval
- Reservations can be scheduled up to 30 days in advance
- Hospital Discharges-pick up should occur within 3 hours of call from discharging facility



Waiver Trips

Additional Non-Medical Transportation Benefits

- **Waiver classes eligible for Waiver transportation:**
 - Elderly; ID Waiver; Brain Injury; Physical Disability
- **CBCM for Amerigroup determines Waiver Member Benefits Plan (NOD)**
- **Amerigroup to email the waiver authorization spreadsheet to A2C daily**
- **Member calls the dedicated waiver phone 888-630-4822 to book their trips**
- **A2C will verify authorization and preferred provider with member, book the trip and assign the transportation provider**
- **A2C to work with member and provider to transition member to contacting transportation provider directly to book transports**
- **Waiver transportation provider conducts transports and submits trip details to A2C for processing and direct payment**



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