



An Anthem Company



7430 Remcon Circle Building C, Suite 120
El Paso, TX 79912

Important Amerigroup STAR+PLUS MMP
(Medicare-Medicaid Plan) Information

May 1, 2021

Dear Member:

You have a new phone number to schedule medical rides starting on June 1, 2021. This nonemergency medical transportation benefit is available to you at no cost through Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan).

At Amerigroup, we provide rides for nonemergency medical-related trips. We offer rides for your Medicaid-covered medical, dental, behavioral health and pharmacy services. We will also provide a ride to your attendant if they need to travel with you.

If you already have a car or someone to drive you, we can also provide gas money or can even pay that person to drive you. You or your driver would need to complete an Individual Transportation Participant (ITP) form. We can mail this form to you when you call us. To qualify as an ITP, you or your driver needs a current driver's license, license plates, an inspection sticker, and car insurance. Before you go, we'll need to approve the trip and confirm the appointment with your doctor.

You can call Where's My Ride to schedule your ride, check the status, or request an ITP form at **1-844-869-2767 (TTY: 711)**, Monday to Friday, 7 a.m. to 7 p.m. local time.

To use this service, you would call us to schedule your ride after you set up your medical appointment. Please call at least two workdays before local trips within your service area and at least five days before trips out of town or out of your service area. Certain rides do not require two days of notice. This could include a ride from the hospital after being discharged or a pharmacy trip for medication or approved medical supplies.

You'll need to tell us four things when you call to schedule your appointment:

1. Your member ID number
2. The address where we will pick you up and the phone number there, if there is one
3. Any special needs you have so we can send the right type of vehicle. For example, if you use a wheelchair, we will send a van with a ramp.
4. Details about your appointment, including the name, address, and phone number of the medical person or place you plan to visit. We'll also ask for the date, time, and reason for the visit.

After your appointment, please call the Where's My Ride line. We will pick you up within one hour of the scheduled pick-up time. We will pick you up within three hours if you are discharged from a hospital or nursing facility.

If you need to cancel your medical appointment, please call the Where's My Ride line to cancel your ride.

Transportation to your appointments shouldn't be something to worry about. With Amerigroup, your nonemergency medical rides are covered.

Sincerely,

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan)

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.

Enclosure: 1557 Notice