



Non-emergency transportation,  
lodging and meals

[AetnaBetterHealth.com/Kansas](https://AetnaBetterHealth.com/Kansas)



1976982-KS-EN

Aetna Better Health® of Kansas



If you have an emergency and have no way to get to the hospital, call **911** for an ambulance. Aetna Better Health of Kansas covers ambulance rides on the ground in a **medical emergency** for all members.

### Value-added benefit



#### **Need a ride for non-emergencies?**

As a member of Aetna Better Health of Kansas, you are eligible for rides to and from your doctor appointments, the pharmacy, WIC eligibility appointments and prenatal classes. You also have an added benefit that allows you 12 round trips per year (up to 60 miles total per round trip) to approved locations such as:

- Job interviews
- Job training sessions
- Shopping for work type clothing
- Shopping for food at a grocery store or food banks
- Community health services



## How do I schedule a ride?

To schedule a ride or find out more about getting a ride, please call Access2Care at **1-866-252-5634 (TTY: 711)**, Monday through Friday from 8 AM to 5 PM. You need to schedule your rides three days in advance. Have the following information when calling to schedule your ride:

- Name of the doctor
- Address
- Telephone number
- Time of appointment
- Type of transport needed (e.g., regular car, wheelchair-accessible van)
- Your Aetna Better Health of Kansas member ID number

If you have an urgent need for a ride (you need a ride sooner than three days), please call Member Services at **1-855-221-5656 (TTY: 711)** for help.

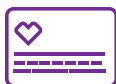


## Before appointment/pickup

Expect a call from your driver 24 hours before your scheduled ride. Your driver will confirm the exact pickup time.

For rides to your doctor appointments, be ready at least 90 minutes prior to your pick-up time. Your ride will arrive up to 90 minutes before your appointment to ensure you arrive at your doctor's office on time.

If your driver doesn't show up within 15 minutes of the scheduled pick-up time, please call Access2Care at **1-866-252-5634 (TTY: 711)**.



## After appointment/return pickup

When your ride drops you off at your appointment or other approved location, the driver should give you a card with a phone number. Call the phone number when you're ready for the driver to pick you up to return you home. Once you make the phone call, expect your driver to pick you up within one hour.

If you need to cancel a ride or change your ride information, please call Access2Care at **1-866-252-5634 (TTY: 711)**.



## Other information

- Children under the age 18 must have an adult ride with them.
- One additional passenger may join the member.
- We will do our best to meet your needs if you are a single caregiver of multiple children.
- You can schedule routine trips up to 30 days in advance of your appointment.



## What are the types of rides available?

- Public transportation
- Sedan or taxi
- Wheelchair-equipped vehicle
- Stretcher van
- Ambulance if approved



### **Text messaging option**

Scheduling notifications is also available through text messaging on your cellphone. You can set up appointment reminders and cancel trips. You can choose to stop using the text messaging option at any time. It is easy to get set up on the text messaging program – just call Access2Care at **1-866-252-5634 (TTY: 711)** and provide your cell phone number.



### **Overnights stay – lodging and meals**

Meals and lodging needed for out-of-state or overnight travel may be reimbursed when it is deemed medically necessary by your provider and approved by Aetna Better Health of Kansas.



## Lodging

Your care manager or service coordinator will need a minimum of three days' notice for lodging requests unless it is urgent. Ronald McDonald House, Via Christi Guest Loading or even some hospitals will be considered for lodging options. Local hotels (within 10 miles of the provider office or hospital) may also be considered.



## Meals

If the member is receiving inpatient services, meals for one parent or guardian will be reimbursed. Instead of meals out, groceries may be reimbursed. The member must utilize lodging to receive meal reimbursement benefit.

Meals are provided in the form of reimbursement. Members pay out of pocket for meals, must save their receipts, and will submit receipts to Access2Care along with the reimbursement form. Access2Care will send reimbursement after the receipts are reviewed.

- Members cannot be reimbursed for non-food items such as alcohol, cigarettes, etc.
- The meal allowance is \$45/day/person for inpatient stays and \$20/day/person for outpatient services. Meals are provided for the member and one caregiver.
- Meals are only allowed with a corresponding lodging or overnight hospital stay (for attendant) during the same date range.



## Questions?

If you have any questions or concerns, call Member Services at **1-855-221-5656 (TTY: 711)** 24 hours a day. Or contact your care manager or service coordinator.