

**Aetna Better Health® of Michigan**  
28588 Northwestern Hwy, Suite 380B  
Southfield, MI 48034



Provider Bulletin No 203

## **AETNA BETTER HEALTH® OF MICHIGAN**

TO: Providers  
FROM: Provider Experience Team  
DATE: February 28, 2022  
SUBJECT: New Transportation Provider – Access2Care

Dear Provider,

### **Aetna Better Health® of Michigan** **New Transportation Provider – Access2Care**

Dear Provider

Effective April 1, 2022, Aetna Better Health of Michigan, will be changing our Non-Emergency Medical Transportation (NEMT) provider to Access2Care for our Medicaid line of business, a service previously provided by OneCall .

Aetna Better Health of Michigan and Access2Care will ensure that there will be no interruption in the transportation services provided to our Medicaid members. The Customer Service phone number for Access2Care is **1-866-316-3784 option 6**. Members can schedule their routine appointments 24 hours a day, 7 days a week. Aetna Better Health of Michigan Medicaid members have been notified of the transportation vendor change.

Access2Care has a network of highly qualified providers in place to service our Medicaid members. Members can schedule appointments with Access2Care effective April 1, 2022.

We are happy to have you as a provider of Aetna Better Health. If there is anything we can do to assist you, please contact our Provider Services department at:  
**1-855-676-5772** Monday to Friday 8 AM to 5 PM.

**AetnaBetterHealth.com/Michigan**  
MI-22-02-28