

# Your Medical Transportation Benefits

As an AmeriHealth Caritas New Hampshire member, you are eligible for help getting to your covered appointments and services. AmeriHealth Caritas New Hampshire covers medically necessary emergency and nonemergency transportation.

## Emergency transportation

If you have an emergency, call **911**. If you call for emergency transportation and your condition is not a true emergency, you may have to pay.

## Nonemergency transportation

If you need nonemergency medical transportation (NEMT) to a medically necessary service, like a ride to a medical appointment, AmeriHealth Caritas New Hampshire can help.

AmeriHealth Caritas New Hampshire will help make sure you get the kind of nonemergency medical transportation you need with at least 48 hours' notice. For urgent situations, same day trips are allowed.

## Which option is right for you?

### Family and Friends Mileage Reimbursement program

The reimbursement rate is \$0.62 per mile, paid by check or direct deposit.

As a member with your own running car or a reliable friend or family member to drive you to and from medical services, you are eligible for Family and Friends Mileage Reimbursement.

## What do I need to do?

### For Family and Friends

1. Call CTS at 1-833-301-2264 at least 48 hours before your scheduled trip for the trip to be eligible for reimbursement.
2. Go to [amerihealthcaritasnh.com/transportation](http://amerihealthcaritasnh.com/transportation) and select the "Mileage Reimbursement Form (PDF)" to print the reimbursement form.
3. Complete the top portion of the form. You do not need to calculate the mileage. We will do that for you.
4. Bring the Mileage Reimbursement Form to your appointment so your doctor or other provider can complete their portion.
5. Submit the completed form within 60 days after your trip to:  
Coordinated Transportation Solutions Inc.,  
35 Nutmeg Drive, Suite 120, Trumbull, CT 06611  
Fax: 1-203-375-0516

To request nonemergency transportation, call **1-833-301-2264**, Monday, Tuesday, and Wednesday, 8 a.m. – 8 p.m.; and Thursday and Friday, 8 a.m. – 6 p.m.

### Medical transportation through Coordinated Transportation Solutions (CTS)

If you need help with medical transportation to a medically necessary service, call **1-833-301-2264** to schedule a ride through CTS.

### To schedule a ride

1. Call CTS at 1-833-301-2264 at least 48 hours before your scheduled trip to arrange for a ride.
2. Allow for an extra 15 minutes to your drive time. When scheduling a ride for an appointment, allow for an extra 15 minutes as drivers may arrive up to 15 minutes after your scheduled pickup time.
3. Be ready to meet your ride when it arrives.

Let CTS know if you will need wheelchair-accessible or other specific types of medical transportation. We will help with securing documentation, if required.



**Notes —**

- If you are unable to keep an appointment, call the CTS transportation line as soon as possible to cancel or reschedule the ride.
- Medically necessary services include:
  - » Appointments with your doctor or other provider.
  - » Trips to the pharmacy.
  - » Rides home after being discharged from the hospital or ER.

**When using the Family and Friends Mileage Reimbursement program:**

- Mileage reimbursement may be requested in the case that the member is a child, and the parent, guardian, or other caregiver drives the member to the medically necessary service.

**When scheduling a ride:**

- If you are not outside when your driver arrives, your driver will call you first before leaving.
- Please make sure CTS has your correct phone number. Update your number with CTS and the Department of Health and Human Services (DHHS) if it changes.
- Transportation provided is for up to two people. If you need transportation for more than two people, your request will require approval.

**Public transportation is available.**

If you would prefer to use Public Transit, call CTS at 1-833-301-2264 at least 48 hours before your trip to be eligible for a Public Transit Pass.

To learn more, or to request reimbursement for trips to medically necessary services, please visit [amerihealthcaritasnh.com/transportation](http://amerihealthcaritasnh.com/transportation).

For questions, you can call Member Services 24 hours a day, seven days a week, at 1-833-704-1177 (TTY 1-855-534-6730).

AmeriHealth Caritas New Hampshire complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of age, race, ethnicity, national origin or ancestry, mental or physical disability, sexual or affection orientation or preference, gender identity, marital status, genetic information, source of payment, sex, creed, religion, health or mental health status or history, need for health care services, amount payable to AmeriHealth Caritas New Hampshire on the basis of an eligible person's or member's actuarial class or pre-existing medical/health conditions, whether or not the member has executed an advance directive, or any other status protected by federal or state law.

Attention: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-833-704-1177 (TTY 1-855-534-6730).

Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-704-1177 (TTY 1-855-534-6730).

For the full nondiscrimination notice, go to [www.amerihealthcaritasnh.com](http://www.amerihealthcaritasnh.com).