

Transportation Services

If you need help getting to your doctor's appointments or picking up prescriptions, call Member Services. We can help you with the correct type of transportation to meet your needs. Your doctor may also prescribe the correct type of transportation and have it approved by the Alliance.

The Alliance offers two types of transportation:

^ **Non-emergency medical transportation (NEMT)**

If you are medically unable to use a car, bus, train or taxi, the Alliance will arrange transportation for you. This type of transportation is called non-emergency medical transportation (NEMT).

NEMT is for when you need extra help or special transportation needs. Examples of NEMT are an ambulance, wheelchair van or air transport.

To ask for NEMT services that your doctor has prescribed:

- Call the Alliance at 800-700-3874, ext. 5577 (TTY: Dial 711), Monday through Friday from 8 a.m. to 5:30 p.m., at least five business days before your appointment.
- When you have an urgent appointment, call as soon as you can but know that services cannot be guaranteed.
- Please have your Alliance Member ID card ready when you call.

If you are eligible for the benefit, the Alliance will determine which transportation option to provide based on your need and help with scheduling.

^ **Non-medical transportation (NMT)**

Transportation to medical services by passenger car, taxicab or other forms of public or private transportation is called non-medical transportation (NMT). NMT is available to members who need help getting to medical services. Members must show that they do not have any other transportation options.

To request NMT services:

- Call the Alliance at 800-700-3874, ext. 5577 (TTY: Dial 711), Monday through Friday from 8 a.m. to 5:30 p.m., at least five business days before your appointment.
- When you have an urgent appointment, call as soon as you can but know that services cannot be guaranteed.
- Please have your Alliance Member ID card ready when you call.

If you are eligible for the benefit, the Alliance will determine which transportation option to provide based on your need and help with scheduling.
