



Cruising ahead

Safe, comfortable transportation to your appointments

We don't want you to worry about how you'll get to your medical appointments. Instead, we want you to focus on what matters, like your health and treatment plans. That's why Aetna® offers optional, nonemergency transportation that gets you there and back.

Rides are provided through Access2CareSM, a leading medical provider. The number of trips and miles per trip depends on your plan. If you need a ride to and from the doctor, you'll use 2 trips.



If you need to reserve a ride, call **1-855-814-1699 (TTY: 711)**, Monday through Friday, 7 AM–8 PM all time zones.

What's great about the transportation benefit?

- **Convenience** — You can schedule rides for medical appointments.
- **Save money** — These rides are included with your plan at **no extra cost**.
- **Safety** — Professional drivers will bring you comfortably and safely to your destination. And in a vehicle that suits your needs.
- **Improved health** — When you have an easy, reliable way to get to appointments, you're more likely to get the health services you need. This can help you stay active and healthy longer.

How can you use your trips?

Appointments

You can get transportation to and from any covered medical appointment:

- Primary care provider (PCP)
- Dialysis facility
- Behavioral health
- Preventive services
- Vaccine appointments
- Chemotherapy
- Physical therapy
- Dental provider
- Other plan-approved locations

Pharmacies

You can also use trips to go to and from the pharmacy for a covered medical service. Using a pharmacy trip to pick up medications will not count against your trip allowance if the pharmacy trip:

- Is within 10 miles of your pick-up or drop-off location
- Occurs while on a trip to or from a medical provider

It's easy to schedule a ride

To schedule a ride, just call Access2Care's toll-free number, **1-855-814-1699 (TTY: 711)**, Monday through Friday, 7 AM–8 PM for all time zones.

- You must schedule trips at least 48 hours in advance. You can schedule trips up to 30 days in advance.
- You can have an escort (family member or caregiver) ride with you.
- You are responsible for being ready when the driver arrives. Drivers are not responsible for assisting you from home door to vehicle or vehicle to office door.

What are the vehicle options?

Two options are available to service different health needs. Options include:

- **Ambulatory vehicle (such as sedan or van)** — Select this option if you can move on your own or with an assistive device such as a walker or cane.
- **Wheelchair vehicle** — Select this option if you will need to stay in a wheelchair during the trip.



Questions?

If you have any questions about the transportation benefit, just contact Aetna® Member Services at the number on your member ID card.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. The formulary, provider and/or pharmacy network may change at any time. You will receive notice when necessary.