



# Transportation Services No-Cost Rides

If you need to get to a medical appointment, pick-up a prescription, or apply for public assistance you may qualify for free transportation services.

---

**Schedule a ride at  
(866) 849-2062 (TTY: 711)**



## Non-Emergency Medical Transportation (NEMT)

Molina provides non-emergency transportation so our qualified members can get to their scheduled visits. We partner with **Access2Care** to provide rides to and from doctors appointments.



Call **Access2Care** at **(866) 849-2062 (TTY: 711)** to schedule a ride. Or download the app.



### What's included?

Unlimited round-trip or one-way trips for covered medically necessary services each calendar year.

### Rides to and from appointments

**Hours:** Routine reservations can be scheduled 7:30 am to 6:00 pm, Monday – Friday.

Urgent trips and hospital discharges will be handled same day (24 hours/7 days a week)

**It is important to call 2 business days in advance of an appointment to schedule a free ride.**

## Who qualifies?

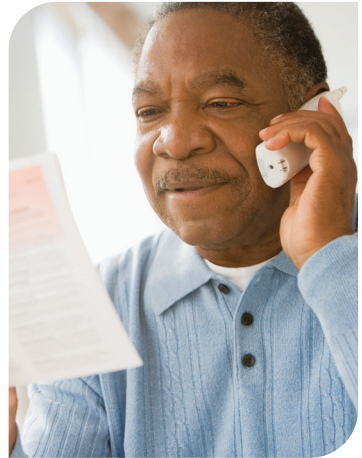
- Iowa Medicaid Members (Hawki not included)
- Iowa Health and Wellness members who have been deemed “medically exempt” by the HHS.
- Waiver members including Intellectual Disability, Elderly, Brain Injury or Physical Disability.

## Who DOES NOT Qualify?

- Hawk-I Members
- “Non-medically exempt” Iowa Health and Wellness members

## What information do I need to schedule a ride?

- Pickup Address – home address may be required by your insurer.
- Destination Address or Facility Name.
- Appointment Date & Time.
- Reason for your visit – used for billing purposes.
- Vehicle Type.
- Special needs of member such as wheelchair, cane, or a walker.
  - If the member uses a wheelchair, please have the height and weight of the wheelchair readily available.
- Any additional passengers – insurer may require their name & date of birth.





## How far in advance can I schedule a ride?

A ride can typically be scheduled 30-60 days (about 2 months) in advance.



## How long will my driver wait if I'm not ready?

The driver may only wait five to 10 minutes, please be mindful of your time. Please be ready 60 minutes before your Appointment time.



## Can I pick the type of vehicle?

**Access2Care** will arrange the most appropriate kind of ride for your needs. The kind of vehicle is based on your medical condition at the time of the appointment.

**Access2Care** will schedule your trip with either a car, wheelchair (paratransit) vans, or stretcher vans. You can get unlimited monthly bus passes if you have more than two medical appointments per month and live near a bus route.



## Miles, meals, and lodging

### Mileage Reimbursement

Get help paying for gas! If you or somebody else drives you to an appointment, you may qualify for mileage reimbursement.

- Mileage reimbursement is allowed from the member's home, work or school prior to and following a doctor's appointment.
- The driver must be a licensed driver 16 years of age and older.

- The reimbursement rate is the current IRS reimbursement rate.
  - Distance for calculating mileage is based on MapQuest's shortest distance between pick-up and drop-off locations.
  - Mileage will be reimbursed to the member or driver within 30 calendar days of the trip.
  - Prior approval needed.

## **Meals and lodging reimbursement**

If your covered healthcare appointment is more than a 50-mile drive one way, you can ask for meals and an overnight stay.

- Meals will be covered if transportation spans the entire meal period.
- Forms are required with itemized receipts for reimbursement.
- For lodging, a doctor must sign the claim form before submitting.



Molina will help cover the cost for your meals and room within the limits provided by the Iowa Department of Health and Human Services.

## Molina's Value-Added Benefit: Transportation

To help more of our members have access to transportation, Molina of Iowa offers more options for no-cost rides.

### Access to community services

We provide 4 one-way rides to foodbanks, grocery stores, farmers markets, Women, Infants, and Children (WIC) appointments, public assistance appointments, job training and interviews, and more! We also offer transportation to your local YMCA.



To use this benefit, call **Access2Care** at **(866) 849-2062** at least 2 days before you need a ride.

### Medical appointments

“Non-medically exempt” Iowa Health and Wellness members and Hawki members at least 16 years old qualify for 4 one-way rides to medical appointments at no-cost through Molina's Value-Added Benefit. Medical, behavioral health, and vision providers included.

### Caregiver transportation

Molina knows it's important for you to stay connected to your family and caregivers when you're in a facility setting. We'll give your caregiver (parent, child or direct caregiver) 4 one-way rides per month to visit you while you're in the facility. Call **Access2Care** at **(800) 849-2062** at least 2 days before you need a ride.

## Nondiscrimination Language

Molina Healthcare of Iowa (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy, and sex stereotyping.

**Communicating with you is important to us.** To help you talk with us, Molina provides the following services free of charge:

- Aids and services to people with disabilities
  - Skilled sign language interpreters
  - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
  - Skilled interpreters
  - Written material translated in your language
  - Material that is simply written in plain language

**If you need these services, contact Molina at our toll-free number (844) 236-0894 (TTY: 711).**

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person by mail, or email. You can file a grievance with:

**Civil Rights Coordinator**  
**200 Oceangate, Suite 100**  
**Long Beach, CA 90802**  
**Toll Free: (866) 606-3889 TTY/TDD: 711**  
**Online: [MolinaHealthcare.AlertLine.com](https://www.molinahealthcare.com/alertline)**  
**Email: [civil.rights@MolinaHealthcare.com](mailto:civil.rights@MolinaHealthcare.com)**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at [Ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail or phone at:

**U.S. Department of Health and Human Services**  
**200 Independence Avenue SW., Room 509F,**  
**HHH Building**  
**Washington, DC 20201**  
**Phone: (800) 368-1019, (800) 537-7697 (TDD)**  
**Complaint forms are available at**  
**[hhs.gov/ocr/index.html](https://www.hhs.gov/ocr/index.html)**

## **Language Assistance**

**Molina Healthcare of Iowa Member Services**  
**(844) 236-0894 (TTY: 711)**

English: Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.

English (Large Font): **Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above.**



Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

Español (Letra Grande): **Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.**

中文 (Chinese): 我们可以免费为您提供语言协助服务、辅助用具和服务、较大的字体、口译以及其他替代格式。如有需要请拨打上述电话号码。

Tiếng Việt (Vietnamese): Các dịch vụ trợ giúp về ngôn ngữ, các trợ cụ và dịch vụ phụ thuộc, phông chữ khổ lớn, thông dịch bằng lời nói, và các dạng thức thay thế khác hiện có cho quý vị miễn phí. Để có được những dịch vụ này, xin gọi số điện thoại nêu trên.

Srpsko-Hrvatski (Serbo-Croatian): Na raspolaganju su vam besplatne jezičke podrške, dodatna pomoć i usluge, krupniji font, usmeni prijevod kao i drugi alternativni formati. Da biste sve ovo dobili, nazovite nas na gore navedeni broj.

Deutsch (German): Sprachunterstützung, Hilfen und Dienste, eine größere Schriftart, eine mündliche Übersetzung sowie weitere alternative Formate werden Ihnen kostenlos zur Verfügung gestellt. Um eines dieser Serviceangebote zu nutzen, wählen Sie die o. a. Rufnummer.

(Arabic): تتوفر خدمات المساعدة اللغوية، والأدوات والخدمات المساعدة، والطباعة بأحرف كبيرة، والترجمة الفورية الشفهية، وغيرها من التنسيقات البديلة من أجلك دون أي تكلف. للحصول على هذه الخدمات، يُرجى الاتصال على الرقم المذكور أعلاه

ລາວ (Lao): ບໍລິການໃຫ້ຄໍາມອບອໍາເພີ ອື່ນໆ ພາສາ, ເຄື່ອງອໍາເພີ ໃນການຟັງ ແລະ ການບໍລິການຕ່າງໆ ຕົວຢ່າງ ຂະໜາດໃຫຍ່, ການແປບາກເບົາ ແລະ ຮູບແບບທາງເລືອກອື່ນໆ ມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍ. ເພື່ອໃຫ້ໄດ້ຮັບຂໍ້ມູນ ກະລຸນາໂທໄປຫາໜ້າເລກຂ້າງເທິງ.

한국어 (Korean): 언어 지원 서비스, 보조 지원 및 서비스, 대형 활자본, 통역, 기타 대체 형식을 무료로 이용하실 수 있습니다. 이를 위해 위의 전화번호로 연락해 주십시오.

हिंदी (Hindi): भाषा सहायता सेवाएँ, सहायक सहायता और सेवाएँ, बड़ा फ़ॉन्ट, मौखिक अनुवाद, और अन्य वैकल्पिक प्रारूप आपके हिए हबना हकसी गित के उपबिधि। इसे प्राप्त करने के हिए, कृपया ऊपर हदए गए नबिर पर कर्किरे।

Français (French): Des services gratuits d'assistance linguistique, ainsi que des services d'assistance complémentaires, des polices de caractères plus grosses, de la traduction orale et d'autres formats sont à votre disposition. Pour y accéder, appelez le numéro ci-dessus.

Pennsylvanian Deitsh (Pennsylvanian Dutch): Du kansht hilf greeya mitt dee shprohch, adda annah hilf un services in diffahndi vayya un es kosht dich nix. Fa hilf greeya adda may ausfinna, kawl da phone number do ovah droh.

ไทย (Thai): บริการความช่วยเหลือด้านภาษา อุปกรณ์และบริการเสริม แบบอักษรขนาดใหญ่ขึ้น การแปลด้วยปากเปล่า รวมทั้งรูปแบบทางเลือกอื่น ๆ มีให้คุณใช้ได้โดยไม่เสียค่าใช้จ่าย หากต้องการใช้บริการนี้ กรุณาโทรศัพท์ติดต่อที่หมายเลขข้างต้น

Tagalog: May available na libreng mga serbisyo sa tulong sa wika, auxiliary na tulong at serbisyo, mas malaking font, pasalitang pagsasalin, at iba pang alternatibong format para sa iyo. Para kunin ito, pakitawagan ang numero sa itaas.

ကညီ (Karen): ကပြတိုက်ကတိ၊ တပြတိစံ၊ မိစံ၊ အတပြမိ၊ ပီးလီ  
မိစံ၊ ပါနီပြခိကကပြတပြဒီး တပြတိစံ၊ မိစံ၊ တပြ၊ လပြမပြဖပြ  
အဒပြ၊ တပြကတိကေးထ၊ ဒီးတပြအကပြဂီဒီးအဂီလ အက ထပြတ  
ပြမိစံ၊ တပြနပြ တပြဒီးနပြအသလ တလပြဘပြ ကပြစဘပြနပြ  
ဘပြလီ။ လ ကဒီးနပြတပြအ အဂပြ၊ ဝ သီးစ ကေးဘပြ နပြဂပြလ  
ထီးအ တကပြ။

Русский язык (Russian): Услуги по переводу, вспомогательные средства и услуги, материалы, напечатанные более крупным шрифтом, услуги устного перевода, а также материалы в других, альтернативных, форматах предоставляются Вам совершенно бесплатно. Чтобы получить их, позвоните по указанному выше номеру телефона:

