

# Need a ride to the doctor? We can help!

## Your ride guide

Anthem provides transportation to your health care appointments and more!



### When do I call?

You can call as much as 90 days before your appointment to set up a ride. You can also set up multiple rides during one call. **But all rides must be set up at least two full business days in advance.**



### Call Anthem Transportation Services

at 1-844-772-6632 (TTY 1-866-288-3133) to find out about:

- Mileage reimbursement for approved trips.
- Bus tickets.

### We also help you get to:

- The pharmacy after leaving the doctor's office.
- Health care/education classes and workshops.
- Visits to the Division of Family Resources.
- The Women, Infants, and Children (WIC) office.



# Rules of the road

Follow these steps to get to and from your health care visits.

This benefit is for nonemergent transportation within a 50-mile radius from your pickup location. Locations that are further need approval from Anthem.



## 1 Make the call.

For your regularly-scheduled appointments, call Anthem Transportation

Services at 1-844-772-6632 (TTY 1-866-288-3133) **Monday through Friday, 8 a.m. to 8 p.m. Eastern time.**

**Same-day transportation may be available for urgent needs, such as:**

- Dialysis.
- Oncology chemo/radiation.
- Wound care.
- Follow-up appointment (within two days) from hospital discharge.
- High-risk pregnancy.
- Critical care or physician-ordered care.

**You can call 24/7 for:**

- Hospital admission or discharge.
- Nursing facility discharge.
- Issues with pickup.



## 2 Set up your ride.

When you call to set up your ride, tell the representative:

- Your name and birthdate.
- A phone number where you can be reached.
- The date and time of your appointment.
- The name of the facility and doctor you are seeing.
- The address (with ZIP code) and phone number where you're going.
- About any extra help you need. Do you use a walker or wheelchair?
- If you need another person or a service animal to go with you. Please bring your own child safety seat.

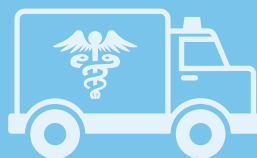


## 3 Plan your trip home.

When your appointment is over, call call

Anthem Transportation Services at **1-844-772-6632 (TTY 1-866-288-3133)** and choose the option for ride assistance.

You'll be picked up for your return trip within one hour after your call.



**In an emergency, do not call for transportation. Call 911 to request an ambulance.**

**Thanks for being an Anthem member!**