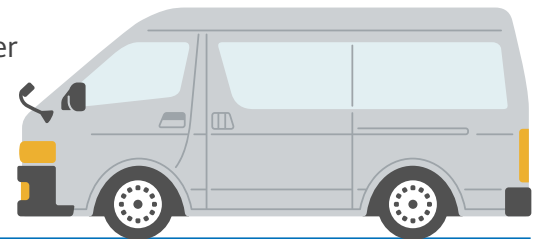


# When to Use Non-Emergency Medical Transportation versus Community Rides

Elderplan wants to make it easy for you to get where you want to go – whether it’s to see your doctor or visit a friend. That’s why as a member of Elderplan Plus Long-Term Care (HMO-POS D-SNP), you have two great transportation options. This guide will explain the difference between the two options and when to use them.



Non-Emergency Medical Transportation	Community Rides! <sup>1</sup>
<p>The Non-Emergency Medical Transportation benefit allows you to <b>receive free transportation services to and from medical appointments.</b></p> <p>This benefit is managed by the New York State Department of Health and the transportation services are provided by Medical Answering Services (MAS).</p>	<p>Elderplan is pleased to offer <b>Community Rides</b> as an additional transportation option within your expanded OTC benefit, giving you the <b>freedom to travel to any location not related to your medical care.</b></p>
<p>You can use this transportation benefit to get to and from medical appointments such as visits to your doctor, dentist, urgent care centers, or the hospital to receive ongoing care like dialysis.</p> <p>To schedule a ride, contact MAS at <a href="https://www.medanswering.com">https://www.medanswering.com</a></p> <p>or</p> <p>Call <b>1-844-666-6270</b> if you reside in NYC, Nassau, Westchester or Putnam counties.</p> <p>Call <b>1-866-932-7740</b> if you reside in Dutchess, Orange or Rockland counties.</p>	<p>You can use your Community Rides for transportation to visit friends and family, pharmacies, grocery stores, house of worship, fitness center, bank, post office and even to your favorite senior center. You can use it to help pay for costs on rideshare apps like Uber or Lyft, public transportation such as buses or trains, and other modes of transportation that support your daily activities.</p> <p>In addition to booking rides, your OTC + Flex Card can be used to pay for gas, tolls and parking.*<sup>1</sup> Simply swipe your card at the gas pump and select credit as payment type.</p>

*Continue reading* ►

## Non-Emergency Medical Transportation

### Important things to remember:

For routine reservations, please call at least 3 days in advance of your appointment.

For trips more urgent in nature (e.g. sick visits, urgent care, hospital discharge, dialysis, etc.), same day requests can be accommodated.

To schedule a reservation, you will need to have the following information

- Name, date of birth, and Medicaid ID number (CIN)
- Appointment day and time
- Provider name, address and phone number of medical facility
- Pick-up time and location, and if you need a return trip

Contact MAS as soon as possible if you need to cancel or reschedule.

## Community Rides!<sup>1</sup>

### Important things to remember:

Always choose "credit" when using your OTC + Flex Card for transportation payments.

Make sure you have sufficient funds on your OTC + Flex Card by visiting [mybenefitscenter.com](http://mybenefitscenter.com) or by calling **1-833-684-8472**.

Always make sure you have a second form of payment with you (like your personal credit card) in case your OTC funds aren't enough to cover the return journey.



\*While your Flex Benefit Card covers a wide range of transportation services, some ridesharing transportation apps may not accept it as a payment method.

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<sup>1</sup>Eligibility is determined by whether you have a chronic condition associated with SSBCI benefit (expanded OTC). Examples of SSBCI conditions include, but are not limited to, cardiovascular disorders, diabetes, arthritis, chronic lung disorders and chronic kidney disease. There are other eligible conditions not listed. Standards may vary for this benefit.

Elderplan is an HMO plan with Medicare and Medicaid contracts. Enrollment in Elderplan depends on contract renewal.

ATTENTION: Language assistance services and other aids, free of charge, are available to you. Call 1-877-891-6447 (TTY:711).

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