

Frequently Asked Questions (FAQs)

What should I have handy when I schedule a trip?

You'll need these things:

- Your Staywell member ID number
- The type of appointment you're going to
- The name, address, phone number, date and time of your appointment
- Any special needs, such as a wheelchair

Can my travel companion ride with me to my appointment?

Yes. One travel companion may ride with you at no charge.

How soon before my appointment will I be picked up?

Be ready 60 minutes before your pick-up time. If you scheduled a ride back home, you should be picked up within 30 minutes after your appointment. If you have to schedule a ride back home during the appointment, your ride should arrive within 60 minutes.

What kind of vehicle will pick me up?

Typically, it'll be a van or taxi. It will depend on your need.

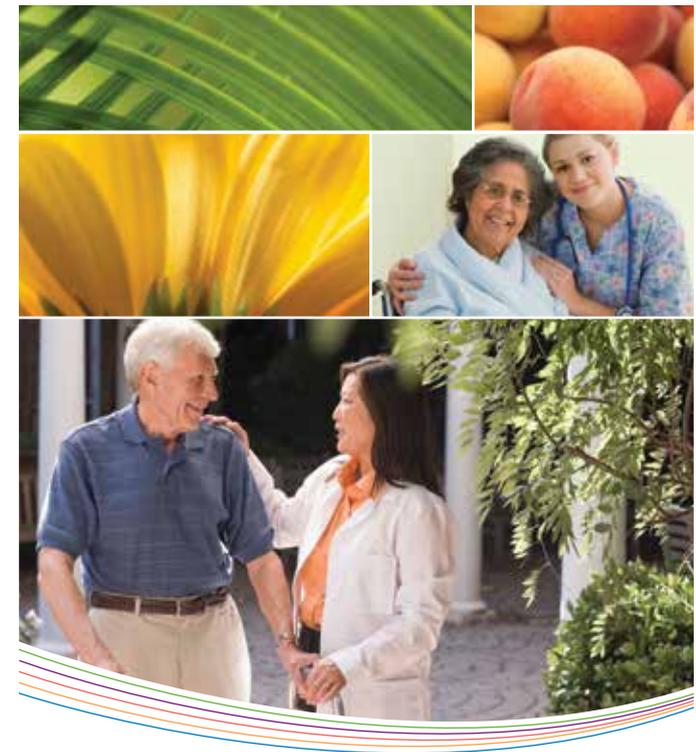
For More Information About Transportation:

1-866-591-4066

TTY 1-800-855-2880

Monday–Friday, 7 a.m. to 7 p.m.

- This information is available for free in other languages. Please contact our Customer Service number at **1-866-334-7927 (TTY 1-877-247-6272)** Monday–Friday, 8 a.m. to 7 p.m.
- Esta información está disponible gratis en otros idiomas. Por favor comuníquese con nuestro Servicio al Cliente al **1-866-334-7927 (TTY 1-877-247-6272)** de lunes a viernes, de 8 a.m. a 7 p.m.



**FREE AND UNLIMITED
Transportation
Services**

**We'll Get You to the
Care You Need.**

**A benefit from
Staywell Health Plan and MTM,
our transportation vendor.**



We'll Get You
Safely to Your
Provider Visits at
No Charge.

Getting your health care shouldn't depend on whether you can find a ride. We offer free unlimited non-emergency transportation to medical appointments in our network. That can be for any health-related travel such as:

- Doctor visits
- Picking up prescriptions
- Getting regular therapy
- Visiting an urgent care center

It's Easy to Schedule.

Here's how:

- Give at least 48 hours notice for routine appointments.
- Call MTM's toll-free number at **1-866-591-4066** (TTY **1-800-855-2880**) Monday–Friday, 7 a.m. to 7 p.m. (24 hours a day, seven days a week for urgent requests only).
- Let them know you're a Staywell member.
- Tell them where you need to go and when you need to be there.

You can even schedule a ride for home once your visit is over.

Simply:

- Call the number provided by your driver or contact MTM at the number above.
- Make the call from your appointment.
- Your ride will arrive within 60 minutes.



Remember:

If you need to cancel a trip,
call MTM as soon as you know
of the change.