



To: AmeriHealth Caritas District of Columbia Providers
Date: August 31, 2018
Subject: **AmeriHealth Caritas DC Non-emergency Transportation for Members**

Summary: Access2Care Replaces MTM as the Non-emergency Transportation (NEMT) Broker for all AmeriHealth Caritas District of Columbia (ACDC) members.

Effective 9/1/18, Access2Care (A2C) will begin scheduling, booking and managing all future NEMT trips to medical appointments for all ACDC Medicaid and Alliance members.

In this role, A2C replaces our current transportation broker, MTM Incorporated. MTM will not book any future trips for ACDC members after 8/31/18.

A2C is a subsidiary of American Medical Response (AMR), the nation's largest provider of medical transportation.

A2C has a partnership with Lyft and they are now using the Lyft on-demand platform to book safe, reliable and direct-to-provider and direct-to-home trips for most member trips. A2C also has a broad network of traditional and specialty providers, which enables them to book non-Lyft based trips including wheelchair, stretcher or ambulance transport as needed.

To reach the AmeriHealth Caritas DC NEMT service facilitated by A2C, please call 1-800-315-3485. This is the same number you previously used for ACDC NEMT member transportation, and it is the same number on the back of each member's AmeriHealth Caritas DC member ID card.

**AmeriHealth Caritas District of Columbia
Non-emergency Transportation Line (24/7)
1-800-315-3485.**



Keith Maccannon
Director of Community Relations and Outreach
AmeriHealth Caritas District of Columbia