



## We Provide Transportation to Your Medical Appointment

Care1st Health Plan Arizona (Care1st) and Medical Transportation Brokerage of Arizona (MTBA) offer medically necessary non-emergency transportation to help Care1st members get to medical appointments. Before asking for help, the member should:

- Try to use your own car.
- Use public transportation.
- Arrange a ride with a friend or family member.

### To ask for transportation

- 1 Call MTBA three days before your appointment at **1-866-560-4042**, options 4, then 3. Please call Monday-Friday from 8 a.m. to 5 p.m., except on holidays.
- 2 When you hear the next greeting from MTBA, select option 2.



*(continued on back)*



**3** Tell MTBA:

- Your name, AHCCCS ID number and/or Medicare ID number, date of birth and phone number.
- Your home address or address on file with Care1st.
- The date and time of your medical appointment.
- The name, address and telephone number of the doctor's office you are going to.
- Any special needs you may have, such as if you use a wheelchair or walker, or you have a child in a car seat.
- Any advice for the driver, such as a gate code, building number or apartment number.

**4** Be ready for pickup an hour before your scheduled appointment time.

**5** Call MTBA if you have any issues. Call **1-866-560-4042**, options 4, then 3.

**6** MTBA has staff available 24/7 to help with transportation before 8 a.m. or after 5 p.m. What if you can't reach MTBA outside of business hours? Then call the Care1st Nurse Advice line at **1-800-746-3163**.

**7** Would you like to learn more about non-emergency medical transportation? Just look in your Care1st member handbook. You may also call Member Services Monday-Friday from 8 a.m. to 5 p.m. at **1-866-560-4042** options 4, then 5.

**Please Note**

- \* If you are disabled, underage or need translation help, you may have one other passenger.
- \* MTBA does not supply car seats. You need a car seat for children younger than 8 years.
- \* A driver is not required to load or unload your personal items. The driver may refuse your request.
- \* Members should be outside upon driver's arrival. A member may ask that a driver knock on the door upon arrival. However, the driver may refuse this request.

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Care1st Health Plan Arizona, Inc. (Care1st) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**ATTENTION: If you speak English, language assistance services are available to you at no cost. Call 1-866-560-4042 (TTY: 711).**

**ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia lingüística sin ningún costo. Llame al 1-866-560-4042 (TTY: 711).**

