

# About Your Transportation Benefit

As an AmeriHealth Caritas Louisiana member, you qualify for transportation benefits. AmeriHealth Caritas Louisiana will cover medically necessary emergency and non-emergency transportation. We will make sure you have the kind of transportation you need.

AmeriHealth Caritas Louisiana covers medically necessary emergency and non-emergency transportation. If you have an emergency, such as chest pain or severe pain, call **911**. For non-emergency situations, AmeriHealth Caritas Louisiana provides non-emergency transportation, or NEMT, to appointments and other needed medical care when you are getting health care services. We will make sure you have the kind of transportation you need.

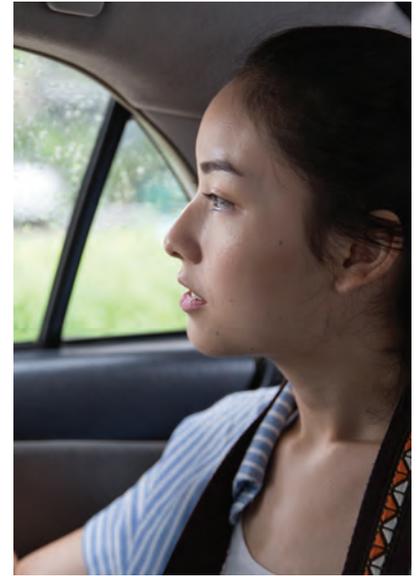
If you need to be transported to non-emergency medical appointments by ambulance, that is also covered. You might need to be transported by ambulance if one of the following applies to you:

- You are confined to your bed (unable to get out of your bed without help, unable to walk, and unable to sit in a chair or wheelchair).
- You need vital medical services during your trip that are only available in an ambulance, such as administration of medications or monitoring of vital functions.

Here is how it works:

- **For emergency transportation, call 911.** This is for serious health problems like chest pain, drug overdose, not being able to breathe right, heavy bleeding, and severe burns.
- **For non-emergency transportation, call 1-888-913-0364,** Monday through Friday, from 7 a.m. to 7 p.m. Call this number for things like getting a ride to and from a medical appointment.

If you have questions or want to schedule transportation, call **1-888-913-0364** (Monday through Friday, 7 a.m. to 7 p.m.). If you are waiting for a ride that has already been scheduled and you want to check on the status, please call the ride assist line — also known as “Where’s My Ride?” — at **1-888-913-0364**. If it turns out that you don’t need a ride or will not be able to keep your appointment, please call the transportation line as soon as possible to cancel or reschedule the ride.



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### Member rules

Please follow these rules so you will have a safe and pleasant ride.

- Members must always wear their seatbelts. Drivers may refuse to drive members who do not wear their seatbelts.
- Animals are not allowed on the vehicle unless they are there to help a person who is disabled. Authorized service animals may be transported with a member.
- Things that members bring with them in the vehicle must be small enough to fit in their lap or be kept with them.

While on the ride, members cannot do any of the following things or the driver may file a complaint against the member for not following the rules:

- Smoke, use chewing tobacco or snuff, or vape.
- Open or consume food or drinks.
- Bother other people on the vehicle.
- Distract the driver.
- Fight, throw things, push, yell, or use bad words.
- Spit or release any other body fluid.
- Carry guns, knives, or other weapons.
- Have liquids like gas, kerosene, or propane that can catch fire.

AmeriHealth Caritas Louisiana complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

You can have this information in other languages and formats at no charge to you. You can also have this interpreted over the phone in any language. Call Member Services 24 hours a day, seven days a week, at **1-888-756-0004**. For TTY, call **1-866-428-7588**.

Quý vị có thể có thông tin này bằng các ngôn ngữ và định dạng khác miễn phí. Quý vị cũng có thể có thông tin này thông dịch ra bất kỳ ngôn ngữ nào qua điện thoại. Xin gọi Dịch vụ Thành viên phục vụ 24 giờ/ngày, 7 ngày/tuần theo số **1-888-756-0004**. Đối với người sử dụng TTY, xin gọi số **1-866-428-7588**.

Usted puede tener esta información en otros idiomas y formatos sin costo alguno para usted. También puede tener esto interpretado por teléfono en cualquier idioma. Llame a Servicios al Miembro al **1-888-756-0004** las 24 horas del día, los siete días de la semana. Para TTY, llame al **1-866-428-7588**.



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