



2024 transportation benefit (Access2Care)

A convenient way to get to medical appointments and more

Some 2024 Aetna Medicare Advantage plans offer a transportation benefit provided by Access2Care, depending on state. This benefit provides members with trips to and from their medical appointments and more.

Not all plans include a transportation benefit, so be sure to check plan documents to verify if it's included.

What's great about the transportation benefit?

Convenience — Members can schedule rides for medical appointments at their leisure.

Cost saving — The trips are included with their plan at no extra cost.

Safety — Professional drivers will bring members comfortably and safely to their destination in a vehicle that suits their needs.

Improved health — When members have an easy, reliable way to get to appointments, they're more likely to get the health services they need. This can help them stay active and healthy longer.

How many trips are included?

The number of trips allowed per year varies by plan. Check the plan's Evidence of Coverage or Summary of Benefits to confirm.

How can trips be used?

- Primary Care Provider (PCP)
- Dialysis Facility
- Behavioral Health
- Preventative Services
- Chemotherapy
- Physical therapy
- Dental Provider
- Other plan-approved locations

Pharmacies

Trips can be used to go to and from the pharmacy. If a trip to the pharmacy is within 10 miles of the member's pickup and drop-off location, the pharmacy trip will not count against their trip allowance.

Urgent care

Trips can also be used to go to and from an urgent care facility. Trips to an emergency facility are excluded.

Other

In addition, Dual Eligible Special Needs Plan (D-SNP) members can use trips to go to adult day care, fitness centers (participating SilverSneakers® locations only) and senior centers.

It's easy for members to schedule a ride

To schedule a ride, members just need to call the vendor associated with their plan:

Access2Care — 1-855-814-1699 (TTY: 711)

Open Monday - Friday, 7 AM - 8 PM local time

- Members must schedule trips at least 48 hours in advance. They can schedule trips up to 30 days in advance.
- Members can have an escort (family member or caregiver) ride with them.
- Members are responsible for being ready when the driver arrives.

Members can schedule trips with less than 48 hours notice to specific locations such as radiation, urgent care or hospital discharge. However, Access2Care will confirm the appointment with the member's provider.

What are the vehicle options?

Several different vehicle options are available for members with different health needs. Options include:

Ambulatory vehicle (i.e., sedan or van) — This is for members who can move on their own or with an assistive device such as a walker or cane

Wheelchair vehicle — This option is for members who will need to stay in their wheelchair during the trip

Gurney van* — This is required for members who must travel reclined and are unable to transfer from a stretcher to a wheelchair

Questions?

If you have any questions about the transportation benefit, just contact your local Aetna Medicare Broker Manager.

*Not available in all states

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