



## LET'S GET YOU ON THE ROAD TO GREAT CARE.

**Going the Extra Mile:** The first step to staying healthy is getting to your doctor. That's why we provide rides to plan approved health care providers. We want to make sure you get the care you need, when you need it.

**Special Needs Are Never a Problem:** If you need to use a wheelchair or stretcher, just let us know when you call.

**Our Service Is Easy to Use:** Just call Customer Service at the phone number on the first page of this book.

### Transportation Services Overview:

- Available during regular business hours and for urgent needs after hours.
- See your Summary of Benefits or Evidence of Coverage for details (i.e., number of one-way trips) about your transportation benefits.

### Approved Locations Include:

- Physician Offices
- Rehabilitation (Occupational, Physical and Speech Therapy)
- Wound Care Services
- Dialysis Treatment
- Radiation
- You may also use your benefit as a trip home from the hospital, ER or Urgently Needed Services clinic.

### Important Information You Need to Know

- Advance notice required to schedule appointments (48 hours).
- Trip distances are limited to 50 miles unless approved by the plan due to medical necessity.
- In some cases, rides may be shared with other passengers, based on vehicle availability. Please be patient and plan on extra trip time.

Easy Choice Health Plan (HMO), a WellCare company, is a Medicare Advantage organization with a Medicare contract. Enrollment in Easy Choice (HMO) depends on contract renewal. This information is not a complete description of benefits. Contact the plan for more information. Limitations, co-payments and restrictions may apply. Benefits may change on January 1 of each year. The provider network may change at any time. You will receive notice when necessary. Please contact Easy Choice for details.

This information is available for free in other languages. Please call our Customer Service number at 1-866-999-3945, Monday–Friday, 8 a.m. to 8 p.m. Between October 1 and February 14, representatives are available Monday–Sunday, 8 a.m. to 8 p.m. TTY users should call 1-800-735-2929.

Esta información está disponible gratis en otros idiomas. Por favor llame a nuestro número de Servicio al Cliente al 1-866-999-3945, de lunes a viernes, de 8 a.m. a 8 p.m. Entre el 1 de octubre y el 14 de febrero, los representantes están disponibles de lunes a domingo de 8 a.m. a 8 p.m. Los usuarios de TTY deben llamar al 1-800-735-2929.

本資訊免費提供其它語言版本。請撥打 1-866-999-3945 與我們的客戶服務部聯繫，服務時間為週一至週五，上午 8 點至晚上 8 點。在十月 1 日至二月 14 日之間，代表的服務時間為週一至週日，上午 8 點至晚上 8 點。TTY 用戶請撥打 1-800-735-2929。

이 정보는 다른 언어로 무료로 제공됩니다. 10월 1일부터 2월 14일까지 고객 서비스 전화번호 1-866-999-3945번으로 월요일부터 금요일까지, 오전 8시에서 오후 8시 사이에 전화하면 담당자와 통화하실 수 있습니다. TTY 사용자들은 1-800-735-2929번에 월요일부터 금요일까지, 오전 8시에서 오후 8시 사이에 전화하십시오.

Thông tin này hiện có miễn phí bằng các ngôn ngữ khác. Xin gọi Dịch Vụ Khách Hàng của chúng tôi tại số 1-866-999-3945, Thứ Hai–Thứ Sáu, 8 sáng tới 8 tối Trong khoảng Ngày 1 Tháng Mười và 14 Tháng Hai, các đại diện có sẵn Thứ Hai–Chủ Nhật, 8 sáng tới 8 tối những người sử dụng TTY nên gọi số 1-800-735-2929.