



Transportation vendor change

Summary of update (effective October 1, 2020): Access2Care* will be the new transportation vendor for Amerigroup Iowa, Inc. If you are a provider of transportation services and interested in contracting with Access2Care, you may contact them at **1-888-644-3547**.

What this means for you

Beginning October 1, 2020, Amerigroup members will work with Access2Care to obtain their transportation needs. Any trips scheduled prior to October 1, 2020, for October 1, 2020 or after, have been provided to Access2Care and will be honored. The phone number to schedule trips (**1-844-544-1389**) will not change, and you may continue to schedule appointments as normal.

To contact Access2Care for transportation services:

- Reservations (non-waiver member line): **1-844-544-1389**
- Ride assist (Where's My Ride): **1-844-544-1390**
- Hearing impaired (TTY): **1-855-823-8587**
- Transportation provider line: **1-888-644-3547**
- Transportation provider fax: **1-877-645-7837**
- Facilities line (waiver member line): **1-888-630-4822**

For assistance

If you have questions about this communication or need assistance with any other item, contact Provider Services at **1-800-454-3730** or Access2Care at **1-888-644-3547**.

* Access2Care is an independent company providing transportation services on behalf of Amerigroup Iowa, Inc.