

# PROVIDER Update



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## Refer Members to Access2Care™ for No-Cost, Routine Transportation Services

### Urgent transportation requests are available 24/7

Wellcare contracts with Access2Care™ to provide routine (non-emergency) transportation services with no charge to members when covered by their plan.

Refer to the member's Summary of Benefits or Evidence of Coverage (EOC) for specific information on plan coverage and exclusions at [www.wellcare.com/en/California/Find-My-Plan](http://www.wellcare.com/en/California/Find-My-Plan).

#### Contact Access2Care

The chart below describes the type of transportation request, hours and service requirements, and phone number.

Request type	Hours and service requirements	Phone number
Routine requests	Call at least 72 hours in advance, Monday through Friday, 8 a.m. to 8 p.m. Pacific time	844-515-6876
Urgent care or immediate transportation	Available 24 hours a day, seven days a week	844-515-6876
Customer service	<b>October 1-March 31</b> , call seven days a week from 8 a.m. to 8 p.m. <b>April 1-September 30</b> , call Monday-Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, on weekends and on federal holidays.	866-999-3945

If the trip exceeds the mileage limit, the Plan will review the request and provide approval or denial.

For additional information or to request routine transportation service, please direct members to Access2Care at the numbers listed above.

#### THIS UPDATE APPLIES TO:

- Physicians
- Hospitals
- Ancillary Providers
- Independent Practice Associations

#### PROVIDER SERVICES

866-999-3945

#### PROVIDER PORTAL

[provider.wellcare.com/california](http://provider.wellcare.com/california)

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## **D-SNP members also have transportation benefits through Medi-Cal**

D-SNP members who exhaust their Medicare transportation benefit can access transportation services through their Medi-Cal transportation benefit.

Providers or members can contact D-SNP Wellcare Customer Service Department at 866-999-3945 to coordinate their Medi-Cal transportation benefit through Modivcare.

### **Additional information**

Relevant sections of the Wellcare Provider Manual have been revised to reflect the information contained in this update as applicable. The manual is available online at [www.wellcare.com/California/Providers/Medicare](http://www.wellcare.com/California/Providers/Medicare).

If you have questions regarding the information contained in this update, contact 866-999-3945.