

Quality Patient Transportation = Positive Health Outcomes

HELP WELLCARE BY HEALTH NET (HEALTH NET*) MEMBERS EXPAND THEIR ACCESS TO HEALTH CARE SERVICES WITH ACCESS2CARE

Access2Care is the Plan's contracted provider for non-emergency medical transportation services. It is Global Medical Response's health care technology company, delivering medical services and technologies that help members live healthier lives.

What is included with Access2Care?

- Non-emergency medical transportation services.
- Six modes of transportation
 - Ambulatory (taxi van/sedan).
 - Wheelchair-equipped vehicle (Para Lift or Ambulette).
 - Public transportation.
 - Mileage reimbursement.
 - Stretcher van.
 - Bariatric.
- Trip limits vary by plan.

How do I arrange transportation services with Access2Care?

Providers and members can call 844-515-6876 for reservations or status updates for routine transports. Routine medical transports require 72 hours advance notice for booking. Rides may be scheduled up to 30 days in advance.

When is Access2Care available to answer requests?

Customer service operating hours are Monday-Friday, 8 a.m.–8 p.m. After hours and weekend calls are routed to a dispatch center, 24 hours a day, seven days a week.



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Can you tell me more about urgent or discharge transportation?

- Available 24 hours a day, seven days a week. Non-urgent requests require 72 hours advance notice.
- Call 844-515-6876 to make arrangements.
- Urgent trips can be scheduled with less than one day's notice (including hospital discharges, dialysis appointments, chemo-radiation treatments, and appointments deemed urgent by a medical provider).