



Need a ride to an appointment? **Molina has you covered!**

If you need to go to a medical appointment, pick-up a prescription or apply for public assistance, you may qualify for free transportation services.

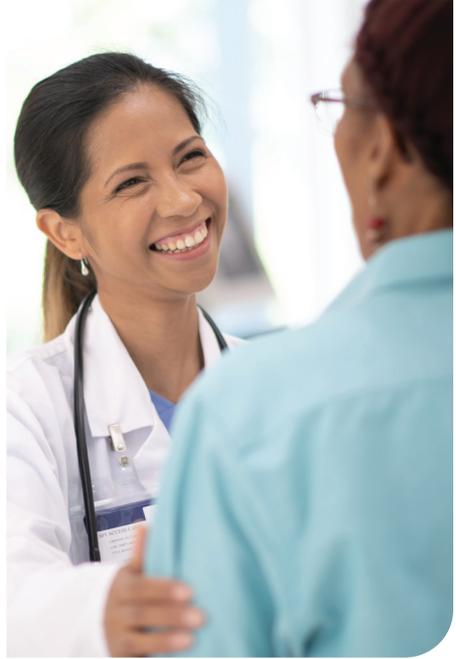
**To schedule a ride, call
(866) 849-2062 (TTY: 711).**



Non-Emergency Medical Transportation (NEMT)

Molina provides non-emergency transportation so our qualified members can get to their scheduled visits. We partner with MTM Health to provide rides to and from your doctor's appointments.

Call MTM Health at **(866) 849-2062 (TTY: 711)** to schedule a ride. Or scan the QR code to download the app.



What's included?

- Unlimited trips for medically necessary services each calendar year.
- Rides to and from appointments

Hours: Routine reservations can be scheduled from 7:30 a.m. to 6 p.m., Monday–Friday.

Urgent trips and hospital discharges can be scheduled on the same day, 24 hours a day, 7 days a week.

When scheduling a ride, it's important to call two business days in advance of an appointment.

Who qualifies?

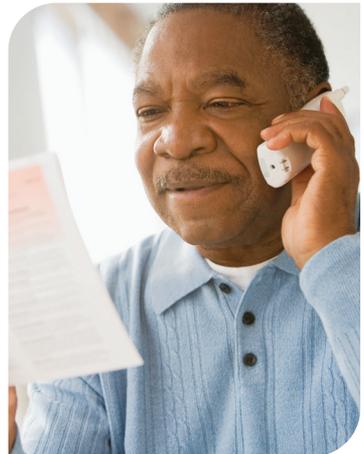
- Iowa Medicaid members (Hawki not included)
- Iowa Health and Wellness members who have been deemed medically exempt by the HHS.
- Waiver members, including those with an intellectual or physical disability, a brain injury and the elderly.

Who does not qualify?

- Hawki members
- Non-medically exempt Iowa Health and Wellness members

What information do I need to schedule a ride?

- Pickup address—home address may be required by your insurer.
- Destination address or facility name
- Appointment date and time
- Reason for your visit—used for billing purposes
- Vehicle type
- Special needs of the member such as the use of a wheelchair, cane or walker
 - If the member uses a wheelchair, please have the height and weight of the wheelchair readily available
 - Name and date of birth of any additional passengers





How far in advance can I schedule a ride?

A ride can typically be scheduled 30–60 days in advance.



How long will my driver wait if I'm not ready?

The driver may only wait about five to 10 minutes. Please be ready 60 minutes before your appointment time.



Can I pick the type of vehicle?

MTM Health will arrange the most appropriate kind of ride for your needs. The kind of vehicle is based on your medical condition at the time of the appointment.

MTM Health will schedule your trip with either a car, wheelchair van (paratransit) or stretcher van. You can get unlimited monthly bus passes if you have more than two medical appointments per month and live near a bus route.



Miles, meals and lodging

Mileage reimbursement

Get help paying for gas! If you or someone else drives you to an appointment, you may qualify for a mileage reimbursement.

- Reimbursement is allowed from the member's home, work or school before and after a doctor's appointment.
- The driver must be licensed and 16 years of age or older.

- The reimbursement rate is the current IRS rate.
 - Distance for calculating mileage is based on the shortest distance between pick-up and drop-off locations.
 - Mileage will be reimbursed to the member or driver within 30 calendar days of the trip.
 - Prior approval needed.

Meals and lodging coverage

- If your covered health care appointment is more than a 50-mile drive one way, your meals and overnight stay may be covered.
- Meals will be covered if transportation spans the entire meal period.
- Itemized receipts must be submitted with your form.
- Your lodging claim must be signed by your doctor.

Molina will help cover the cost of your meals and room within the limits provided by the Iowa Department of Health and Human Services.

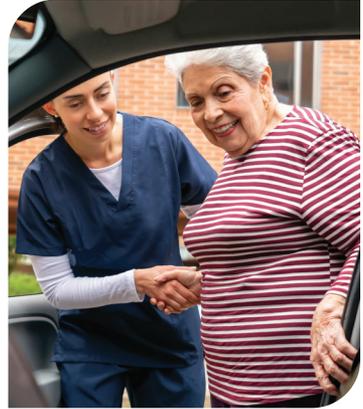


Your Molina transportation benefit

To help more of our members have access to transportation, Molina offers more options for no-cost rides.

Access to community services

We provide four one-way rides per member, per month for rides to foodbanks, grocery stores, farmers markets, Women, Infants, and Children (WIC) and, public assistance appointments, job training and more! We also offer transportation to your local YMCA.



To use this benefit, call MTM Health at **(866) 849-2062** at least two business days before you need a ride.

Medical appointments

Non-medically exempt Iowa Health and Wellness members and Hawki members 16 years and over qualify for four one-way rides to medical appointments at no-cost. Medical, behavioral health and vision visits included.

Caregiver transportation

Molina knows it's important for you to stay connected to your family and caregivers when you're in a facility. We'll give your caregiver (parent, child or direct caregiver) four one-way rides per month to visit you, while you're in the facility. Call MTM Health at **(800) 849-2062** at least two business days before you need a ride.

Non-discrimination language

Molina Healthcare of Iowa (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy, and sex stereotyping.

Communicating with you is important to us. To help you talk with us, Molina provides the following services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, call Molina at (844) 236-0894 (TTY: 711).

If you think that Molina failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person by mail, or email. You can file a grievance with:

Civil Rights Coordinator
200 Oceangate, Suite 100
Long Beach, CA 90802
Toll Free: (866) 606-3889 TTY/TDD: 711
Online: [MolinaHealthcare.AlertLine.com](https://www.molinahealthcare.com/alertline)
Email: civil.rights@MolinaHealthcare.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at [Ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F,
HHH Building
Washington, DC 20201
Phone: (800) 368-1019, (800) 537-7697 (TDD)
Complaint forms are available at
[hhs.gov/ocr/index.html](https://www.hhs.gov/ocr/index.html)

Language assistance

Molina Healthcare of Iowa Member Services **(844) 236-0894 (TTY: 711)**

English: Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call Molina of Iowa Member Services: (844) 236-0894 (TTY: 711). For telephone accessibility assistance if you are deaf, hard of hearing, deaf-blind or have difficulty speaking, call 711 or (800) 735-2942, Relay Iowa.

English (Large Font): Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call Molina of Iowa

Member Services: (844) 236-0894 (TTY: 711). For telephone accessibility assistance if you are deaf, hard of hearing, deaf-blind or have difficulty speaking, call 711 or (800) 735-2942, Relay Iowa

Español (Spanish): Tiene a su disposición, sin costo alguno para usted, servicios de asistencia lingüística, ayudas y servicios auxiliares, letra grande, traducción oral y otros formatos alternativos. Para obtenerlos, llame al Departamento de Servicios para Miembros de Molina of Iowa: (844) 236-0894 (TTY: 711). Para obtener asistencia de accesibilidad telefónica si usted es sordo, tiene problemas de audición, padece sordoceguera o tiene dificultades para hablar, llame al 711 o al (800) 735-2942, Relay Iowa.

Español (Letra Grande): Tiene a su disposición, sin costo alguno para usted, servicios de asistencia lingüística, ayudas y servicios auxiliares, letra grande, traducción oral y otros formatos alternativos. Para obtenerlos, llame al Departamento de Servicios para Miembros de Molina of Iowa: (844) 236-0894 (TTY: 711). Para obtener asistencia de accesibilidad telefónica si usted es sordo, tiene problemas de audición, padece sordoceguera o tiene dificultades para hablar, llame al 711 o al (800) 735-2942, Relay Iowa.

中文(台灣繁體)(Traditional Chinese):: 可免費為您提供語言協助服務、輔助工具與服務、字體放大、口譯及其他替代形式。如有需要,請聯絡 Iowa Member Services 的 Molina: (844) 236-0894 (TTY: 711)。

Tiếng Việt (Vietnamese): Quý vị có thể sử dụng miễn phí các dịch vụ hỗ trợ ngôn ngữ, dịch vụ và tính năng hỗ trợ thêm, phông chữ lớn hơn, bản dịch bằng lời và các định dạng thay thế khác. Để nhận dịch vụ, vui lòng gọi Dịch Vụ Thành Viên Molina of Iowa: (844) 236-0894 (TTY: 711).

Srpski (Serbo-Croatian): Услуге језичке подршке, помоћна средства и услуге, већи фонт, усмени превод и други алтернативни формати су вам доступни бесплатно. Да их добијете, позовите Службу за чланове здравственог осигурања Molina у савезној држави Iowa: (844) 236-0894 (TTY: 711).

Deutsch (German): Sprachassistentendienste, Hilfsmittel und -dienste, größere Schriftarten, mündliche Übersetzung und andere alternative Formate stehen Ihnen kostenlos zur Verfügung. Um diese zu erhalten, rufen Sie bitte den Mitgliederservice von Molina of Iowa an: (844) 236-0894 (TTY: 711).

(Arabic): تُتاح خدمات المساعدة اللغوية وأدوات وخدمات المساعدة الإضافية والطباعة بحروف كبيرة والترجمة الشفهية والتنسيقات البديلة الأخرى بدون أية تكلفة. للحصول على هذه الخدمات، يرجى الاتصال على خدمات الأعضاء في Molina of Iowa على الرقم 236 0894 - (844) ، وبالنسبة إلى مستخدمي أجهزة الهواتف النصية (TTY)، يمكنهم الاتصال على الرقم: 711.

ພາສາລາວ (Laotian): ທ່ານສາມາດໃຊ້ບໍລິການການຊ່ວຍເຫຼືອດ້ານພາສາ, ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ການບໍລິການ, ແບບຕວງອກສອນທ້າຍ ກວາ, ການແປດວຍປາກເປົ້າ ແລະ ຮູບແບບທາງເລືອກອື່ນໆໄດ້ໂດຍ ບໍ່ເສຍຄ່າຫຍັງ. ເພື່ອໃຫ້ໄດ້ຮັບບໍລິການ, ກະລຸນາໂທຫາຝ່າຍບໍລິການ ສະມາຊິກ Molina ຂອງລັດໄອໂອວາ: (844) 236-0894 (TTY: 711).

한국인 (Korean): 언어 지원 서비스, 보조 도구 및 서비스, 큰 글자, 구두 번역 및 기타 대체 형식이 귀하에게 무료로 제공됩니다. 이를 받으려면 오하이오 멤버 서비스 몰리나에게 전화하십시오 : (844) 236-0894 (TTY: 711).

हिंदी (Hindi): आपके लिए भाषा सहायता सेवाएँ, सहायक साधन और सेवाएँ, बड़े फ़ॉन्ट, मौखिक अनुवाद और अन्य वैकल्पिक प्रारूप नःशुल्क उपलब्ध हैं। इसे प्राप्त करने के लिए कृपया Molina of Iowa सदस्य सेवाओं को कॉल करें: (844) 236-0894 (TTY: 711).

Français (French): Des services d'assistance linguistique, des aides et services auxiliaires, des polices de caractères plus grandes, des traductions orales et d'autres formats alternatifs sont mis gratuitement à votre disposition. Pour en bénéficier, veuillez appeler les Services aux membres de Molina of Iowa: (844) 236-0894 (ATS: 711).

Pennsylvanian Deitsh (Pennsylvanian Dutch): Schprouch Hilfe Services, Auxiliary Aids un Services, greesere Font, mundlich Iwwersetzung, un annere alternative Formats sin meeglich zu dir mitaus Koscht. Um des zu griege, sei so gut un ruf Molina of Iowa Member Services: (844) 236-0894 (TTY: 711).

ไทย (Thai): บริการช่วยเหลือด้านภาษา ความช่วยเหลือและบริการเสริม แบบอักษรขนาดใหญ่ การแปลแบบปากเปล่า และรูปแบบทางเลือกอื่น ๆ พร้อมให้บริการแก่คุณโดยไม่มีค่าใช้จ่าย หากต้องการใช้บริการนี้ โปรดโทรติดต่อฝ่ายบริการสมาชิก Molina of Iowa ได้ที่หมายเลข: (844) 236-0894 (TTY: 711).

Tagalog: Available sa iyo nang walang bayad ang mga serbisyo ng tulong sa wika, karagdagang suporta at serbisyo, mas malaking font, pasalitang pagsalin, at iba pang alternatibong format. Para makuha ito, tawagan ang Mga Serbisyo sa Miyembro ng Molina ng Iowa: (844) 236-0894 (TTY: 711).

ကဗျီ (Karen): ကျိတ်တိတ်တိတ်တိတ်တိတ်တိတ်တိတ်, ပီးလီတိတ်တိတ်တိတ်တိတ်တိတ်တိတ် (auxiliary aids) ဒီး တိတ်တိတ်တိတ်တိတ်တိတ်, လံာ်မံာ်ပျာ်ပးဒိတ်တိတ်, တိတ်ကျိတ်ထံလါထးဒိတ်, ဒီးကျိတ်ကျိတ်အဂါလါတိတ်ပုထါအိတ်သုတ်တိတ် အိတ်လါနုဂါလါတလိတ်နုဟုတ်အပုဟုတ်နုလါ. လါကမာ်နုတိတ်အံအံဂါ, ဝံသးစုါ ကီး မိတ်လံာ်နု အိတ်အိတ်ကရုဖိတ်တိတ်တိတ်တိတ်တိတ် (Molina of Iowa Member Services) ဝဲ (844) 236-0894 (TTY: 711).

Русский (Russian): Вам бесплатно доступны следующие услуги: языковая помощь, вспомогательные средства, документы с крупным шрифтом, помощь устного переводчика, материалы в других форматах. Чтобы получить доступ к этим услугам, свяжитесь с Отделом обслуживания участников Molina of Iowa. (844) 236-0894 (телетайп: 711).

