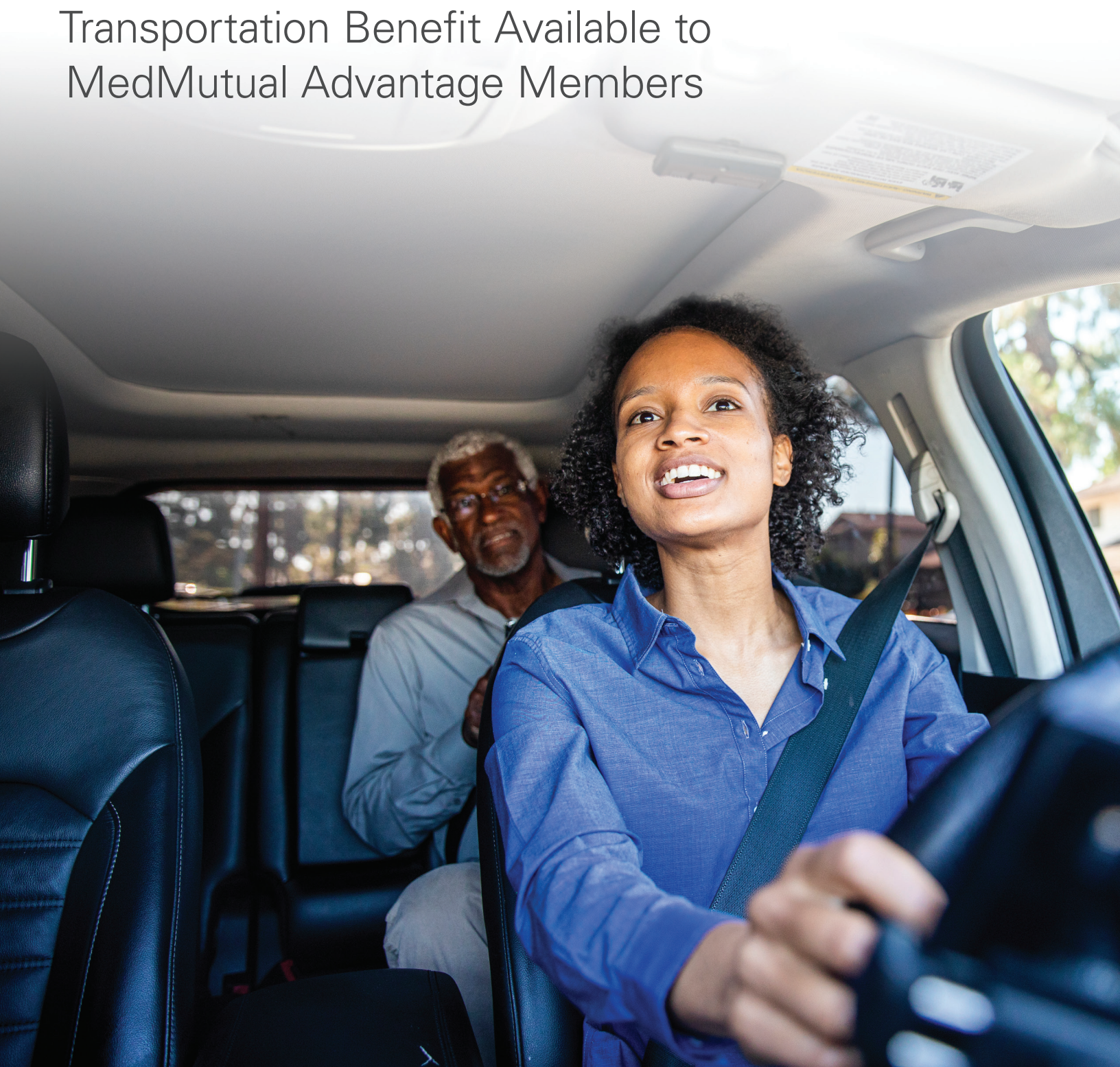


Safe Travels

Transportation Benefit Available to
MedMutual Advantage Members





Need A Ride?

Let us take the wheel and get you where you need to be after you are discharged from the hospital.

Let's go!

As a MedMutual Advantage member, you can arrange for personal transportation to the places you need to go after an inpatient hospital stay, at no cost to you. You will have up to 90 days after your hospital discharge to schedule rides to—

- Pharmacies
- Physician visits
- Dialysis services
- Chemotherapy or radiation treatments
- Food pantries
- Lab and radiology services
- And more*

You may schedule a maximum of 24 one-way trips during this 90-day period. If you are readmitted to the hospital for any reason, the 90-day/24 one-way trip limit resets upon discharge.

*This is not an all-inclusive list. Call LogistiCare toll free at 1-866-267-7640 (TTY 1-866-288-3133 for hearing impaired) to learn more, or visit [MedMutual.com/Transportation](https://www.MedMutual.com/Transportation) for a complete list of eligible destinations.

Call 911 if you are experiencing a medical emergency. LogistiCare will not schedule a ride to the hospital before you are admitted. This benefit is available for 90 days after hospital discharge.

How to schedule your ride

You, a trusted family member or friend, or a healthcare provider can call Medical Mutual's transportation partner, LogistiCare, to schedule a ride toll free at **1-866-267-7640** 8 a.m. to 5 p.m., Monday through Friday. You will need to provide the representative on the phone with the following—

- Your name
- Your date of birth
- Your Medical Mutual member ID number
- Your pick-up and drop-off information, including the name, address and phone number of where you want to go
- The date and time of your trip, and if applicable, your return time
- Requests for any special accommodations you may need because of a medical condition

Please call at least two business days in advance of your trip. Exceptions can be made for rides home after a hospital discharge and urgent trips, which can be scheduled 24 hours a day, seven days a week.

You can also schedule and manage your trips online by visiting Member.LogistiCare.com. You will have to register for an online account first by clicking on the Log In/Register button.

Other things you need to know

- On the day of your scheduled trip, be sure you are ready to leave when the driver arrives.
- If your driver is late, or you would like to check on the status of your reservation, call LogistiCare's Ride Assistance line toll free at 1-866-267-7640 (TTY: 1-866-288-3133).
- One family member, friend or personal care attendant over the age of 18 may accompany you on your trips.
- All trips over 35 miles go through a prior approval process before they are scheduled. This is coordinated automatically between Medical Mutual and LogistiCare, so you do not need to do anything.
- This transportation benefit is only available if you have been discharged from an acute, inpatient hospital stay. It's important to keep in mind that not all hospital stays are considered inpatient. If you stayed one night or more in the hospital after receiving emergency department services or certain types of surgery, and a doctor has not written an order to admit you to the hospital as an inpatient, you may have been under observation, or considered an outpatient. Talk to your doctor or call Medical Mutual if you are unsure if your hospital stay was processed as inpatient or observation.

If you have any questions about your MedMutual Advantage plan call Medical Mutual Customer Care toll free at 1-800-982-3117 (TTY 711 for hearing impaired).



MEDICAL MUTUAL®

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