



1E Washington Street
Suite 800
Phoenix, AZ 85004

01/20/2016

RE: Transportation Vendor for UnitedHealthcare Community Plan Long Term Care Members Changing, effective Feb. 23, 2017

Dear Provider:

Effective Feb. 23, 2017, **Medical Transportation Brokerage of Arizona (MTBA)** will replace LogistiCare as the new non-emergency medical transportation provider (NEMT) for UnitedHealthcare Community Plan Long Term Care members.

For any NEMT trips that need to occur on or after Feb. 23, 2017, you or the member must contact MTBA to schedule those trips. If your patient has a regularly scheduled transportation need such as dialysis, please contact MTBA as soon as possible at 888-700-6822 to schedule your patient's trips with MTBA.

The way non-emergency medical transportation works is not changing.

- The transportation benefit is for members with no access to transportation. If the member has a vehicle or if a friend or family member can take them to their appointment, they should do that.
- Members must contact MTBA at least three days in advance, as they are required today, to schedule any trips beginning Feb. 23, 2017 and thereafter.
- We will transport the member and one additional passenger if the member requires assistance.
- Transportation should be to the nearest provider able to provide for the medical needs of the member.

If you have any questions, please call Provider Services at 800-445-1638. Thank you.

Sincerely,

UnitedHealthcare Community Plan

Provider Services
800-445-1638