American Medical Response (AMR)
dba Access2Care
has partnered with the Department of Health and Welfare to manage the non-emergent medical transportation benefit for Idaho.

If you are a Medicaid participant there may be a benefit available to you that covers transportation to and from Medicaid approved medical appointments if you have no other way of getting there.

Important Information to Remember

- You must call at least **two business days** before your appointment to schedule your transportation. **Note: We can arrange transportation with less notice for urgent situations.**
- We can schedule trips up to 30 days in advance.
- If you require special equipment such as a wheelchair, car or booster seat, oxygen tank, or other equipment, you must provide these items. Please inform our agents when you schedule your trip.
- If you need additional help during your trip, please let our agent know your special circumstances.
- If you have your own transportation, you may qualify for mileage reimbursement. Please ask the agent about this program when you call.

To schedule your Medicaid non-emergent medical transportation services, please call:
Toll Free: 1.877.503.1261
TTY: 1.877.503.1257

Remember; always dial 9-1-1 if you have an emergency

AMR/Access2Care's Non-Emergency Medical Transportation call center:
660 E Franklin Rd, Suite 120
Meridian, ID 83642

Hours of Operation:
Monday-Friday: 8:00am-6:00pm
Closed on National Holidays

Website:
www.idahonemt.net

Scheduling Process

- To schedule a ride, call 1.877.503.1261
- When you call please have:
- Your Medicaid ID number
- Your home address and ZIP code to pick you up
- The name, address and ZIP code of the healthcare provider you are seeing
- During your call, we'll ask you several questions so we can ensure you get the mode of transportation that fits your needs. We'll also verify that you have no other way to get to your appointment including public transit (the bus), or a friend or family member.
- If you want to request a particular transportation provider, please tell us when you call and we'll do our best to accommodate your request.
- On the day of your appointment, you should be ready 60 minutes before your appointment time so your transportation provider can pick you up early and make sure you're on time to your appointment.
- Your driver will give you a card that has the phone number you should call when your appointment is over.