

# Care1st Health Plan Arizona (Care1st) Provides Transportation to Your Healthcare Appointments



Care1st and Medical Transportation Brokerage of Arizona (MTBA) offer medically necessary non-emergency transportation to help Care1st members get to healthcare appointments.



## Before asking for help, the member should:

- Try to use their own car
- Use public transportation
- Arrange a ride with a friend or family member



## To ask for transportation:


- 1 Call MTBA three days before your appointment at **1-866-560-4042** (TTY/TDD: **711**) and follow the prompts.
- 2 When you hear the next greeting from MTBA, select option 2.
- 3 Tell MTBA:
  - Your name, AHCCCS ID number and/or Medicare ID number, date of birth, and phone number
  - Your home address or address on file with Care1st
  - The date and time of your healthcare appointment
  - The name and address of the provider's office you are going to
  - Any special needs you may have, such as if you use a wheelchair or walker, or if you have a child in a car seat
  - Any advice for the driver, such as a gate code, building number, or apartment number
- 4 Be ready for pickup an hour before your scheduled appointment time.



- 5 During business hours, call Care1st Member Services for further assistance.
- 6 During non-business hours, call the Care1st Nurse Advice line using the chart below to get further assistance from MTBA. MTBA has staff available 24/7 to help with transportation.

**AHCCCS Complete Care  
(ACC) Members**

*(Acute, General Mental Health  
and/or Substance Use, Children)*

 July 1, 2022 – November 30, 2022  
**1-800-746-3163**

 Beginning December 1, 2022  
**1-877-236-0375**

**Regional Behavioral Health  
Authority (RBHA) Members**

*(Members with a Serious Mental  
Illness - SMI Designation)*

 Beginning October 1, 2022  
**1-877-236-0375**



If you would like to learn more about non-emergency medical transportation, just look in your Care1st member handbook. You may also call Member Services Monday through Friday from 8 a.m. to 5 p.m., at **1-866-560-4042** (TTY/TDD: **711**).

**Please Note**

- If you are disabled, underage, or need translation help, you may have one other passenger.
- MTBA does not supply car seats. You need a car seat for children younger than 8 years old.
- Loading or unloading items from the vehicle is at the driver's discretion.
- Members should be outside upon driver's arrival. A member may ask that a driver knock on the door upon arrival. However, the driver may refuse this request.



Care1st Health Plan Arizona, Inc. (Care1st) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Care1st Health Plan Arizona, Inc. (Care1st) cumple con las leyes federales vigentes sobre derechos civiles y no discrimina por raza, color, nacionalidad, origen, edad, discapacidad o sexo.

ATTENTION: If you speak English, language assistance services are available to you at no cost. Call **1-866-560-4042** (TTY/TDD **711**).

ATENCIÓN: Si habla español, tenemos servicios de asistencia lingüística disponibles para usted de manera gratuita. Llame al **1-866-560-4042** (TTY/TDD **711**).