

Transportation for AHCCCS Complete Care

If you need a ride to DMG Children's Rehabilitative Services (DMG CRS) for your appointment, your AHCCCS Complete Care (ACC) plan will provide it. **Remember to do the following to prepare for your ride to DMG CRS:**

- Try to call 72 hours before your appointment to schedule your ride.
- If you have a car seat, bring it.
- If you need a wheelchair van, tell them.
- Write down confirmation numbers, if provided.



Beginning October 1, 2018, you may need to call a new number, depending on the insurance plan you have. Below are the telephone numbers to call for each insurance plan to ask for a ride to DMG CRS.

- **United Healthcare Community Plan (UHCP)** stays the same with MTBA, **(888) 700-6822**. You can call MTBA directly or through UHCP, (800) 348-4058.
- **Arizona Complete Health** uses Veyo, **(866) 495-6738**. Member Services can also arrange transportation for you if you call (888) 788-4408.
- **Banner University Family Care** Member Services can arrange transportation for you with Veyo; call **(833) 318-4146**.
- **Care 1st Health Plan** Member Services can arrange transportation for you with MTBA; call **(602) 778-1800**.
- **Magellan Complete Care** will provide transportation; call **(800) 424-5891**.
- **Mercy Care Complete Plan** will provide transportation; call **(800) 624-3879**.
- **Steward Health Choice AZ** will provide transportation through Veyo; call **(800) 322-8670**.

American Indian Health Plan (AIHP) members will be able to use contracted transportation vendors. Please contact the assigned service unit/clinic or tribal contact to schedule a ride. Members can still come to the DMG CRS but will use local AIHP contracted transportation.