

DATE: April 29, 2020
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: **New Non-Emergency Medical Transportation Vendor**

New Non-Emergency Medical Transportation Vendor

We want to make you aware of an upcoming vendor change to the Non-Emergency Medical Transportation (NEMT) benefit that we offer our members.

Effective June 1, 2020, One Call will provide NEMT services to Well Sense Health Plan members.

Coordinated Transportation Solutions (CTS) will no longer provide transportation services. We do not anticipate any disruption in service for our members. The new contact number for scheduling transportation is 844-909-RIDE.

One Call will provide rides to members who require transportation to appointments, access to covered services or other benefits. Transportation can be scheduled Monday through Friday from 8am to 6pm. Your patients may have questions about this change so to assist you in responding, here are responses to a few frequently asked questions:

- How do you schedule a ride? To schedule a ride, please call 844-909-RIDE at least 48 hours prior to the appointment. Members may be able to schedule rides to urgent appointments with less advanced notice.
- What information is needed to schedule a ride? Members will need to provide the following information:
 - Member's full name, Well Sense ID number, date of birth, home address and a contact phone number
 - Provider's name, address, date and time of the appointment
 - Any special needs such as wheelchair transport or a traveling companion (Please share this information with your patients who use NEMT).

If you have any questions or concerns, please contact us at 877-957-1300 or via e-mail at NHproviderinfo@wellsense.org.