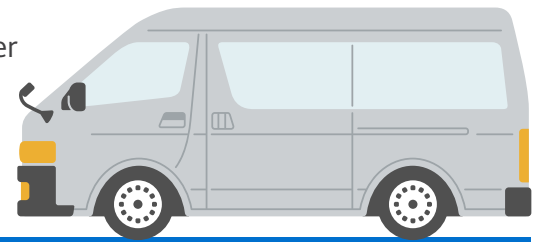# When to Use Non-Emergency Medical Transportation versus Community Rides

Elderplan wants to make it easy for you to get where you want to go – whether it's to see your doctor or visit a friend. That's why as a member of Elderplan Plus Long-Term Care (HMO-POS D-SNP), you have two great transportation options. This guide will explain the difference between the two options and when to use them.

Non-Emergency Medical Transportation	NEW for 2025: Community Rides![1]
The Non-Emergency Medical Transportation benefit allows you to **receive free transportation services to and from medical appointments**. This benefit is managed by the New York State Department of Health and the transportation services are provided by Medical Answering Services (MAS).	Elderplan is pleased to offer a new transportation option called **Community Rides**, in your expanded OTC benefit[1], which gives you the **freedom to go to any location that is not related to your medical care.**
You can use this transportation benefit to get to and from medical appointments such as visits to your doctor, dentist, urgent care centers, or the hospital to receive ongoing care like dialysis. To schedule a ride, contact MAS at **https://www.medanswering.com** or Call **1-844-666-6270** if you reside in NYC, Nassau, Westchester or Putnam counties. Call **1-866-932-7740** if you reside in Dutchess, Orange, Rockland, Sullivan or Ulster counties.	You can use your Community Rides for transportation to visit friends and family, pharmacies, grocery stores, house of worship, fitness center, bank, post office and even to your favorite senior center. You can use it to help pay for costs on rideshare apps like Uber or Lyft, public transportation such as buses or trains, and other modes of transportation that support your daily activities. In addition to booking rides, your OTC + Flex Card can be used to pay for gas, tolls and parking.*[1] Simply swipe your card at the gas pump and select credit as payment type.

Non-Emergency Medical Transportation

Important things to remember:

For routine reservations, please call at least 3 business days in advance of your appointment.

For trips more urgent in nature (e.g. sick visits, urgent care, hospital discharge, dialysis, etc.), same day requests can be accommodated.

To schedule a reservation, you will need to have the following information

• Name, date of birth, and Medicaid ID number (CIN)

• Appointment day and time

• Provider name, address and phone number of medical facility

• Pick-up time and location, and if you need a return trip

Contact MAS as soon as possible if you need to cancel or reschedule.

NEW for 2025: Community Rides![1]

Important things to remember:

Always choose "credit" when using your OTC + Flex Card for transportation payments.

Make sure you have sufficient funds on your OTC + Flex Card by visiting **mybenefitscenter.com** or by calling **1-833-684-8472**.

Always make sure you have a second form of payment with you (like your personal credit card) in case your OTC funds aren't enough to cover the return journey.

---
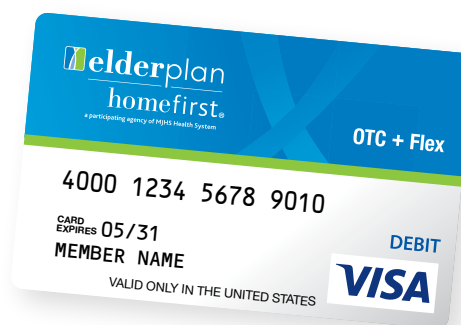
*While your Flex Benefit Card covers a wide range of transportation services, some ridesharing transportation apps may not accept it as a payment method.

This card is issued by Sutton Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Visa is a registered trademark of Visa, U.S.A. Inc. All other trademarks and service marks belong to their respective owners.

[1]Eligibility is determined by whether you have a chronic condition associated with SSBCI benefit (expanded OTC). Examples of SSBCI conditions include, but are not limited to, cardiovascular disorders, diabetes, arthritis, chronic lung disorders and cancer. There are other eligible conditions not listed. Standards may vary for this benefit.

Elderplan is an HMO plan with Medicare and Medicaid contracts. Enrollment in Elderplan depends on contract renewal. Elderplan, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATTENTION: If you speak a non-English language or require assistance in ASL, language assistance services, free of charge, are available to you. Call 1-800-353-3765 (TTY: 711). Elderplan, Inc. cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-353-3765 (TTY: 711). Elderplan, Inc. 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-353-3765 (TTY: 711).

elderplan|homefirst.

a participating agency of MJHS Health System

*Leading the way to great care.*ˢᴹ

H3347_EP17857_C