Transportation Workflow

NOAH
Neighborhood Outreach Access to Health

Start

Did patient disclose they need transportation assistance?

NO → Unable to assist if patient does not diclose

YES → Does patient have any of the insurances listed below OR uninsured?

NO → If they have insurance, but not ON VEYO PORTAL (listed below) call their health plan

Phone Number to Non Portal listed Health Plans:
UnitedHealth Care Community Plan 1888-700-6822
Care1st: 602-778-1800 or 1-866-560-4042
Health Choice: 602-386-3447 or 1800-322-8670

YES → Go to Veyo Portal: https://login.veyo.com/sign-in

Don't have a Veyo Account? Reach out to your local Community Resource Supervisor

Does patient have Insurance?

NO → Select: **This Facility** for SFS or when they do not have insurance

YES → Select: **Passengers Insurance** when they have insurance listed on portal

Schedule transportation for patient in the portal

For appointments scheduled same day please send a **teams message** to the CRS leader on site: Mary Jane- CW/ Veado/Quick Care; Evelin- Cholla/MT, Griselda-Palo/DM (use patient PCP location to reach out to CR leader)

If you are unable to schedule transportation on patient behalf or patient unable to schedule on their own, you may send a request to **SA269 Transportation Pool** use ***Date of their scheduled appointment*** for subject line. Use smartphrase .SA269PECVEYORIDE

Insurances Listed on Portal:

Arizona Complete Health: 1-888-788-4408
Allwell by Arizona Complete Health (Medicare): 1-877-986-7419
Banner University Family Care ACC: 1-877-986-7412
Banner University Family Care ALTCS: 1-833-318-4146
Magellan/Molina Arizona: 1-833-474-5060
Mercy Care - 1-800-624-3879
Mercy Care Advantage (Medicare) - 1-877-436-5288
Mercy Care RBHA - 1-800-564-5465

Any patient on AHCCCS Plan can schedule appointment by calling their member number, only Slide Fee Scale Patients need to be scheduled by NOAH staff.

AHCCCS
Arizona Health Care Cost Containment System

NON-EMERGENCY TRANSPORTATION (NEMT) CONTACTS FOR AHCCCS MEMBERS

AHCCCS Health Plan	How to schedule non-emergency transportation (NEMT)
Banner University Family Care	800-582-8686, Option 3 Hours: Mon.–Fri. 7:30 a.m.–5 p.m.
Banner University Family Care: Long Term Care	833-318-4146, Option 3 Hours: Mon.–Fri. 7:30 a.m.–5 p.m.
Mercy Care	1-800-624-3879 Hours: Mon.–Fri. 7 a.m.–6 p.m.
Mercy Care RBHA	1-800-564-5465 Hours: Mon.–Fri. 7 a.m.–6 p.m.
United Health Care	1-888-700-6822 Hours: 24 hours a day, 7 days a week
Care1st	602-778-1800 or 1-866-560-4042 Hours: 24 hours a day, 7 days a week
Health Choice Arizona	602-386-3447 or 1-800-322-8670 Hours: 24 hours a day, 7 days a week
Magellan Complete Care	1-800-424-5891, Option 1 or 1-833-474-5060 Hours: Mon.–Fri. 8 a.m. –6 p.m.
Arizona Complete Health	1-888-788-4408 Hours: Mon.–Fri. 8 a.m.–5 p.m.