

# Important Plan Information

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## Member Handbook Update

Please read this with care and keep it with your member handbook.

The section ***Who do I call for a ride to a medical appointment?*** is revised:

### **Who do I call for a ride to a medical appointment?**

If you don't need ambulance transportation, your nursing facility should provide you with rides to your medical appointments except for dialysis services. You or your nursing facility should call Access2Care at **844-867-2837 (TTY 711)** at least two business days in advance for rides to dialysis services.

The section ***Can I ask for an external medical review?*** is revised concerning the member's right to withdraw a state fair hearing request:

Once the external medical review decision is received, you have the right to withdraw the state fair hearing request. You may withdraw your state fair hearing request orally or in writing by contacting the hearings officer listed on Form 4803, Notice of Hearing.

### **Do you have questions?**

Call Member Services toll-free at **833-731-2160 (TTY 711)**, Monday through Friday from 7 a.m. to 5 p.m. Central time.

Wellpoint members in the Medicaid Rural Service Area and the STAR Kids program are served by Wellpoint Insurance Company; all other Wellpoint members in Texas are served by Wellpoint Texas, Inc.