

Member Handbook Update

Please read this with care and keep it with your member handbook. The changes described are effective **May 14, 2026**.

The following update applies to your transportation benefits:

Non-Emergency Medical Transportation (NEMT) program update

On May 14, 2026, Access2Care will begin moving to the MTM Health name and brand. On this date, your health plan's NEMT program will also begin using MTM Health ride scheduling and mileage reimbursement systems.

- You will still call the same phone number to book rides or ask questions.
- MTM Health will continue to work with the same transportation providers as Access2Care.
- Trips you previously booked with Access2Care will transfer to MTM Health.

You do not need to take any action at this time. Continue scheduling rides as you do today.

Change to Your Transportation Tools

Starting May 15, 2026, the **Access2Care mobile app will no longer work**.

If you currently use the Access2Care app to manage your rides, you will need to move to a new tool called **MTM Link**.

MTM Link makes it easy for you to:

- Book a ride
- Look at your upcoming rides
- Cancel a ride

You can use MTM Link:

- On your phone by downloading the MTM Link Member app
- On your computer using the [MTM Link Member Portal](#)

Do you have questions? Call Service Coordination Hotline toll-free at **877-405-9872 (TTY 711)**, Monday through Friday from 8 a.m. to 5 p.m. Central time. STAR Kids members, call **866-696-0710 (TTY 711)**, Monday through Friday from 8 a.m. to 5 p.m. Central time.

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