



ACCESS2CARE MOBILE APP

At Access2Care (A2C), we understand there are many challenges in coordinating transportation to your appointments. A2C has launched a smartphone-enabled solution that allows you to schedule, cancel and monitor your trips in real time. Our goal is to provide a seamless, enjoyable member experience.



Where can I find the member app to schedule Non-Emergency Medical Transports?

Visit the Google Play or Apple Store on your smartphone and download the **Access2Care** app.



How do I register?

Click “Register” on the app, and enter your member ID, date of birth, home address ZIP code, and email address or phone number.



What if I forgot my password?

Simply select the “Forgot Password” option on the login screen. Enter your phone number on record, and a temporary code will be sent.



Who do I contact if I need assistance?

Call Access2Care at 888.373.4812 for questions about the app. For other questions call Iowa Total Care at 1.833.404.1061 (TTY: 711).



I visit a certain facility often. Will I have to enter it into the app each time?

No. Visit your dashboard to save a trip and save time.



How do I request a trip?

Press the “Request Trip” button at the bottom of the home screen and enter the following:

- Number of passengers
- If you require a wheelchair
- Appointment date and time
- Trip reason
- Any special needs

Then press “Request New Trip” and your request will be assigned to the nearest provider.



How do I know my trip has been processed and a provider assigned?

The trip will show as “Pending” until a provider has been assigned. Once assigned, you will see the name of the provider and scheduled pickup time.



Am I able to see status of my trip?

Yes, your trip will move from “Pending” status, to the name of the provider and scheduled pickup time.



What if I need to cancel a trip?

Select the trip request from the “Dashboard,” then press the “Cancel Trip” button and confirm the cancellation.



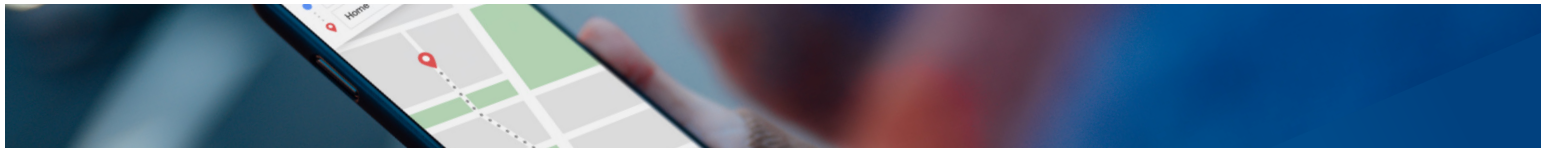
How do I request a return ride home?

You may contact your transportation provider to request a return ride by clicking the “Phone” button.



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DOWNLOAD FOR
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Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call 1-833-404-1061 (TTY: 711). | Usted tiene a su disposición, sin costo alguno, servicios de asistencia lingüística, ayudas y servicios auxiliares, material en letra grande, traducción oral y otros formatos alternativos. Para obtener estos servicios, llame al 1-833-404-1061 (TTY: 711). | 我们免费为您提供语言协助服务、辅助设施和服务、更大字体、口头翻译和其他替代格式。如需获得此服务、请致电 1- 833-404-1061 (TTY: 711)。

