

## Transportation Benefit Frequently Asked Questions

**Q: How does NationsBenefits® work with my health plan?**

A: Simpra Advantage has partnered with NationsBenefits® to administer your non-emergency transportation benefit.

**Q: What services are covered under my benefit?**

A: Your plan covers transportation for non-emergency medical appointments to doctors, clinics, pharmacies, and other healthcare providers. Rides may be scheduled in advance or, when available, on-demand through approved transportation providers.

**Q: How do I request a ride with NationsBenefits®?**

A: To schedule a ride, call NationsBenefits® at **844-617-3350 (TTY: 711)**.

**Q: How far in advance can I schedule my ride?**

A: You can schedule a ride up to 30 days in advance. NationsBenefits® recommends scheduling rides 48–72 hours before your appointment to help ensure availability.

**Q: What if I need to change or cancel my ride?**

A: You may request changes at least two (2) hours before your scheduled pickup time. NationsBenefits® asks that cancellations be made within 24 hours of the scheduled trip.

**Q: Can I bring someone with me on my ride?**

A: Yes. Members may bring one companion to their appointment.\*

**Q: Is there a mileage limit?**

A: Yes. Each one-way trip is limited to 50 miles, unless prior approval is obtained.

**Q: Who do I contact with questions?**

A: If you have questions about your benefit, please call NationsBenefits® at **844-617-3350 (TTY: 711)**. Language support services are available free of charge.

\*Companions cannot be wheelchair bound or have other special transportation needs.