



## Experienced clinical specialists managing the complexities of medical transportations

Medical Transportation is available 24 hours a day, 7 days a week for members who require transportation for medical care. We coordinate transports that are domestic or international, urgent or planned. The program serves as a safety net by ensuring quality treatment for members who cannot receive care at their current location, who need to be transported to a facility closer to home after an illness or injury while traveling, or who need to travel for medical treatment.

Our experienced clinical care coordinators oversee the end-to-end process of a medical transportation, including verifying benefits and eligibility coverage, coordinating with the discharging and admitting facilities, and arranging travel for members and their families. They maintain contact with all parties: the member's family, providers, transportation carriers, clients and Case Management.

The Medical Transportation department is also available to support employer groups who offer a travel assistance or medical tourism benefit.

When managing a case, the Medical Transportation team facilitates the most appropriate transport that meets the member's needs and urgency of his condition, is most cost effective for the client and maximizes the coverage of the benefit plan. We coordinate the following types of transportation:

- Emergency air ambulance
- Complex ground transport
- Medical escort
- Commercial travel assistance
- Transplant patient transport
- Bariatric coach transport
- Repatriation services

Providing around-the-clock, worldwide transportation services for members in need

### - Program Highlights -

Ensures quality of care for members who need to travel for medical care either domestically or internationally

Knowledgeable, experienced clinical care coordinators oversee the complex process, relieving members and clients of the required administrative activities

Cost savings through negotiations or relationships with carriers, and referrals to a network facility and/or negotiations for out-of-network providers

Successful management of more than 1,400 cases since 2007



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