

# TRANSPORTATION NETWORK COMPANIES

## USER OVERVIEW AND HELPFUL INFORMATION

### Schedule your trip

Call your Health Plan toll-free number to schedule a trip.



### Lyft driver is dispatched by an Access2Care Member Service Representative

You will receive a text message with the following information:  
Drivers Name, Type of car, License Plate number.

The text will provide the drivers estimated time of arrival. View the map to see an exact location.

Look out for your driver. Always check the license plate to confirm your correct driver.



### Lyft driver will arrive to your location

Lyft has a five (5) minute wait time before your ride is cancelled. If you do not see the car, call your driver.

The driver will only know your first name and they will not have access to your personal phone number after the trip.

If you miss the driver, call Access2Care at (855) 817-0444.



### You will receive a text message with a link for a return ride

Do not click the "I'm Ready" button until your appointment is complete.

Once appointment is complete, click the "I'm Ready" button. This is the fastest way to call your driver.

If you have questions or concerns, call Access2Care at (855) 817-0444.