

safety and effectiveness. It is also important to keep accurate records of the medical foods used, as these records may be necessary for insurance reimbursement.

At Contoso, we are committed to providing our employees with access to the best medical care available. Northwind Health Plus offers coverage for medical foods, helping to ensure that our employees have access to the treatments they need.

### Medical Transportation

#### COVERED SERVICES: Medical Transportation

At Northwind Health Plus, we understand how challenging it can be to get to and from medical appointments, especially if you don't have access to a personal vehicle or any other means of transportation. For this reason, we are proud to offer Medical Transportation coverage for our members.

Medical Transportation coverage provides access to transportation for medical-related purposes, including doctor's appointments, physical therapy, and other medical-related activities. This includes coverage for transportation to and from the doctor's office, as well as travel to and from any in-network hospital or urgent care facility. Our Medical Transportation coverage is provided in partnership with a third-party provider to ensure that our members have access to reliable transportation when they need it most.

In addition to providing coverage for routine medical appointments, Northwind Health Plus also covers transportation for emergency care. If you require emergency care and don't have access to a personal vehicle, you can use our Medical Transportation coverage to get to the nearest hospital or urgent care facility.

For members who require transportation to and from a medical appointment, Northwind Health Plus offers a variety of options. Our coverage includes non-emergency medical transportation through ground transportation services, such as taxi, Uber, or Lyft. In addition, we also offer coverage for medical transportation via air or train.

It's important to note that our Medical Transportation coverage does not apply to transportation for non-medical purposes, such as travel to work or leisure activities. Additionally, our coverage does not include transportation for medical appointments outside of your network, as these are not covered by Northwind Health Plus.

Here are a few tips to help you make the most of your Medical Transportation coverage:

- Make sure to call your Northwind Health Plus Member Services team before scheduling any medical appointments to ensure that you have access to the coverage you need.
- Keep your Medical Transportation coverage card with you at all times, so you can easily access it when needed.
- If you need to access Medical Transportation coverage for an emergency situation, make sure to call the Member Services team as soon as possible.