

- Make sure to keep all receipts and invoices in case you need to submit them for reimbursement.
- Contact Northwind Health before using any medical transportation services to make sure they are covered under the policy.
- If you are using a rideshare service such as Uber or Lyft, make sure the driver is qualified and certified to provide medical transportation services.
- Check to see if there are any public transportation options available, as this is usually the most cost-effective option.
- Ask your doctor if there are any alternate transportation options available that may be covered by the plan.

Northwind Standard covers medical transportation expenses, which can help employees get the medical care they need without worrying about how they will get there. However, it's important to remember that Northwind Health does not cover ambulance services. By following the tips listed above, employees can make sure they are using their medical transportation coverage correctly and getting the most out of their plan.

#### Medical Transportation – State Restricted Care

##### MEDICAL TRANSPORTATION – STATE RESTRICTED CARE

The Northwind Standard health plan offers coverage for medical transportation services, including air and ground ambulance services, when medically necessary and pre-approved by Northwind Health. The plan also offers coverage for non-emergency transportation to and from medical appointments for members who have no access to other transportation.

This coverage is subject to state and geographic restrictions and is available for members in the following states: Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, Oklahoma, Tennessee, and Texas.

#### Eligible Members:

For members to be eligible for this coverage, certain criteria must be met. These criteria include:

- Having no access to other transportation.
- Having a medical condition that requires transportation.
- Being enrolled in the Northwind Standard health plan.
- Having a valid referral from a physician or other healthcare provider.

#### Exceptions: