



March 2019

## Transportation Card Distribution Changes

Please be advised of the following change in distribution of transportation cards for CountyCare members.

Effective **March 18, 2019**, transportation cards (CTA/Ventra/PACE) for members will no longer be distributed directly to providers. Members must call CountyCare Member Services to request transportation cards. CountyCare will mail transportation cards directly to members, at their preferred address. Members may request a transportation card for an appointment for any covered service. To request transportation cards, members should call Member Services (312-864-8200) a minimum of 10 days prior to their scheduled appointment. Members must provide date of appointment and name/location of provider.

For any questions, call us at 312-864-8200.