

Aetna Better Health® of Michigan
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Provider Bulletin No 178

AETNA BETTER HEALTH® OF MICHIGAN

TO: Aetna Better Health of Michigan Providers
FROM: Provider Experience Team
DATE: November 2, 2020
SUBJECT: New Transportation Provider – One Call

Dear Provider,

Effective December 1, 2020, Aetna Better Health of Michigan, will be changing our Non-Emergency Medical Transportation (NEMT) provider to One Call Government Solution, LLC. for our Medicaid line of business, a service previously provided by MTM. MTM will remain our transportation vendor for our Medicare- Medicaid plan (MMP).

Aetna Better Health of Michigan and One Call will ensure that there will be no interruption in the services provided to our Medicaid members. The Customer Service phone number for One Call is **1-877-379-3865**. Their hours of operation will be from Monday through Friday, 6:00 am – 10:00 pm EST; Saturday, 8:00 am – 4:00 pm EST, closed on Sundays. Aetna Better Health of Michigan Medicaid members have been notified of the transportation vendor change.

One Call has a network of highly qualified providers in place to service our Medicaid members. Members can schedule appointments with One Call effective December 1, 2020.

We are happy to have you as a provider of Aetna Better Health of Michigan. If there is anything, we can do to assist you, please contact our Provider Services department at: **1-866-316-3784** Monday to Friday 8 a.m. to 5 p.m.

[AetnaBetterHealth.com/Michigan](https://www.aetnabetterhealth.com/Michigan)