



Aetna Better Health® of Texas

April 1, 2026

An Important Update About Aetna's Transportation Benefit

Dear Provider,

Aetna Better Health® of Texas STAR, STAR Kids, and CHIP Perinate members, can get a ride to health care appointments through the Nonemergency Medical Transportation ("NEMT") program. Access2Care ("A2C"), our transportation provider, can help with rides to the doctor, dentist, hospital, pharmacy, and any other place Medicaid services are provided. There's no cost to members.

Access2Care will become MTM Health on May 14, 2026. Aetna's transportation benefit and members rides won't change. Members will call the same number to book rides or ask questions. Members will still receive service from the same transportation providers. But some letters and forms will change. Members can call A2C/MTM Health at 866-411-8920 if they need help with their trips during this change.

Access2Care's mobile app will stop working on May 14. That's when Members start using the MTM Link mobile app or portal to book, view, or cancel their rides. MTM Link will improve their experience and make scheduling and reimbursement easier.

Visit [MTM Link A2C Intro](#) to learn about MTM Link and find user guides that show how to use it.

If members get advanced funds or reimbursement for gas mileage, they'll still use the same pre-paid debit card from Transcard. It's convenient, dependable, and safer than cash.

There will be no disruption in service and benefits won't change. We're here to help if you have questions. Call Provider Services 8 AM – 5 PM Monday - Friday.

- Medicaid (STAR) **1-800-248-7767** (Bexar)
- Medicaid (STAR) **1-800-306-8612** (Tarrant)
- STAR Kids **1-844-787-5437**
- TTY **1-800-735-2939**

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

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