



Customer Transportation to Warm Weather Cooling Centers Effective for Texas Customers on July 22, 2022

As temperatures rise across the country, Cigna is enabling its Medicare Advantage customers with qualifying plans to utilize their transportation benefit to get out of the heat.

Cigna customers in MA plans with a same day transportation benefit can utilize their ride allotment to go to a community cooling center or other public location with air conditioning, such as a library or senior center.

How do I schedule a ride to a Cooling Center?

- Call the number on the back of the member ID card.
- Access2Care (A2C) schedules your trips there and back with their contracted transportation providers, which may include a ride-sharing service.

How far in advance do I need to schedule a ride?

- A2C will schedule same day trips for rides to and from cooling centers subject to availability of same day ride share services such as Uber and Lyft.

Can I get a ride to any Cooling Center site?

- You can get rides to and from public cooling centers; however, they cannot be more than 60 miles away from your starting point.

How should I prepare for my trip?

- Be ready one hour before your scheduled appointment, or one and a half hours if you're located in a high-traffic area.
- Watch for the contracted transportation provider to arrive to take you to your appointment. They are required to display their company's name on the vehicle; Access2Care will not appear on the vehicle.
- Please take proper COVID-19 safety measures, including wearing a face covering the entire time you're in the vehicle.

Other important information:

- At this time, no additional trips are being added to customer accounts for Cooling Center trips. All trips taken to Cooling Centers will be deducted from the customer's current benefit.
- Customers traveling alone must be 18 or older. If the customer is a single caregiver and will be bringing along more than one minor, prior authorization is required. A2C must be notified when the trip is scheduled.
- Customers are allowed to bring one adult with them. If that person is also a Cigna Medicare customer and getting an approved service, the trip will be applied to both customers' benefit limits.
- To protect the customer's privacy, A2C only shares the customer's name, address, and phone number with the transportation provider. They are not told they are transporting a Cigna Medicare customer.
- As A2C completes the set-up of their systems to accommodate this new trip reason, the customers in the State of Texas will be able to access this benefit as of July 22, 2022. All other markets will go live July 29, 2022.