

August 21, 2009

Dear Member,

AAA Transportation will arrange your rides by taxi, van or stretcher. Vehicles may not look the same as they have in the past. If you are not sure of the vehicle, ask to see the driver's identification badge to confirm your ride.

<p>Call AAA at 1-866-452-8854</p>

To make sure you get to all your appointments:

- Try to call at least 3 days before you need the ride.
- Allow for one hour before and after your appointment.
- Please be sure to allow for any traffic jams or long miles.
- If you have an urgent or same day need AAA will do everything they can to give you a ride to your appointment.
- Driver's are not allowed to make any extra stops along the way.

Remember you can help P/GLTC keep costs down by using family or friends to take you to medical appointments. Of course, if you don't have anyone to do this, you can call AAA at the above number.

If you are not happy with the transportation services you get, let us know. Please call your case manager with questions or problems.

Sincerely,

Julie Bubul, MSW

Director of Case Management

ATTENTION!!!!

PINAL/GILA LONG TERM CARE MEMBERS

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CALL

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