Mercy Care Plan has made a business decision to manage non-ambulance, non-emergency transportation effective February 13, 2015. To arrange transportation, Skilled Nursing Facilities in **Maricopa County** may use the following contacts:

**Total Transit (Discount Cab):**

- **Standard or Bariatric Wheelchair **New** Transportation Requests** –
  - 24-Hour Advance Notice Required
  - Fax to 623.939.4222

- **Standard or Bariatric Wheelchair **Change Orders** –
  - Call 602.200.3629
  - Agent can make changes to an existing order already in the system

- **Ambulatory **New** Transportation Requests** –
  - 24-Hour Advance Notice Required
  - Fax to 623.939.4222

- **Ambulatory **Change Orders** –
  - Call 602.200.3629
  - Agent can make changes to an existing order already in the system

**Mercy Care Member Services:**

- **Reoccurring trips (i.e., for dialysis)**
  - Call Mercy Care Plan Member Services to arrange transportation at 602-263-3000 or 1-800-624-3879.

- **Standard or Bariatric Stretcher**
  - Call Mercy Care Plan Member Services to arrange transportation at 602-263-3000 or 1-800-624-3879.

For Skilled Nursing Facilities in **Pima County**, please contact Mercy Care’s Member Services Department to arrange all transportation at 602-263-3000 or 1-800-624-3879.