



December 5, 2017

<NAME>
<ADDRESS1>
<ADDRESS2>
<CITY, ST ZIP>

RE: Important Non-Emergency Medical Transportation (NEMT) Program Update

Dear HUSKY Member,

We are writing to let you know about a change in **how to contact** the HUSKY Health program for **non-emergency medical transportation (NEMT)**.

*****To request rides for medical appointments that will take place on or after January 1, 2018, the new telephone number to call is:***

1-855-478-7350

*****To request rides for medical appointments that will take place in December 2017, the number to call is still:***

1-888-248-9895

The reason for the change in telephone number to request rides for medical appointments is that HUSKY Health will be using a new company for non-emergency medical transportation services beginning January 1, 2018. The new company is Veyo, a Total Transit company.

The types of transportation services will not change and you will still need to call at least 48 hours (not including weekends and holidays) before your appointment. If you have an **urgent** need and your healthcare provider needs to see you the same day or next day, please call as soon as possible. Please remember to cancel or change any transportation requests as soon as possible if any of your appointments have been changed or cancelled. We look forward to continuing to serve you with Veyo and local transportation providers.

We wish you and your family good health.

Sincerely,

Connecticut Department of Social Services