



modivcare

Tips for Arranging Medicaid Non-Emergency Transportation

Transportation requests should be made at least **5 days** in advance of your appointment. Request for trips with less than a 5 day notice will be verified for urgency.

Have the Medicaid card/number ready when calling Modivcare.

Provide the complete street address including zip code for both your pick up and drop off locations when scheduling reservations. Give specific detail if the residence is hard to locate or in a rural area. (Example: apartment on side of the building, behind a duplex etc.)

Keep the reference number provided when scheduling the reservation. Refer to this number when calling Modivcare about the reservation.

Transportation companies may arrive 15 minutes before or after the pick up time.

If there are any special needs or requests, let Modivcare know while making the reservation. (For example, oxygen, ventilator or IV)

All changes to a standing order must be made through Modivcare and not the driver. Standing order requests are completed by the healthcare facility and sent directly to Modivcare. Questions regarding pick up and drop off times must also be communicated through the treatment facility or case manager.

Contact Modivcare at least 24 hours in advance when cancelling a trip.

Do not request the driver make additional stops during transport, such as fast food or even pharmacy trips. Pharmacy trips must be scheduled separately through the reservation line.

Smoking is not permitted on any transportation vehicle. Requests for smoking vehicles are not honored.

All Virginia state laws regarding seat belts, child seats, etc. are enforced for transportation arranged through Modivcare. Child seats must be supplied by the parent or guardian.

One escort is allowed, if it is medically necessary. (Must be 18 years or older)

Call Modivcare at any time (**1-866-386-8331**) to verify an appointment or with questions or concerns.

Frequently Asked Questions:

Who can arrange transportation? *The member, a relative, a caregiver, or medical facility member.*

What if my appointment is cancelled or rescheduled? *Call Modivcare immediately. (1-866 386 8331) This should be done if possible 24 hours before your scheduled pick up time.*

What if I have a complaint? *Please call Modivcare immediately at 1-866 386-8331, option 2. You will be prompted to select the "Where's My Ride" assistance, based on where you are located.*

What if I'm unsure of the time of my return trip? *Most medical appointments have an open return time. When the appointment is completed, call Modivcare and make arrangements for the return pick up. The transportation provider has up to one hour to return and pick up after the call.*