



Outline for Modivcare Transportation

Reservation Hours
Mon-Fri 8am to 5pm

Will Call / Ride Assistance Hours
24hours 7days

- **Advance Notice:**

Advance notice varies with each health plan. A minimum of 48 hour (Monday - Friday) advance notice is always advised. Urgent trips and discharges can be called in for the day transportation is needed at any time. There is a 3 hour window

- **One time reservations** can be called into the reservation center, scheduled on the website or a facility can fax a one-time reservation form.

fax # 1-866-779-5242

- Reservation number for the deaf or hearing impaired: **1-866-252-1566**

- **Standing orders** are trips that take place 3 or more times a week for a minimum of 3 months. Facilities can schedule a standing order through the facility website or by filling a standing order form and faxing to: *faxed 1-866-779-5242*

For assistance with standing orders please call the facility line at:
1-866-252-1566

- **Will Call/Ride Assist**

If a trip is arranged and the return time is uncertain, it is scheduled as a **Will Call**. When the client is ready to be picked up, they *call the ride assist line*. There is a 1 1/2 hour window. For a scheduled return the window is 1 hour.

If there are any delays in the pick-up outside the pickup window, Modivcare should be notified directly at the ride assist line.

CUSTOMERS ARE RESPONSIBLE TO:

- * Be ready and waiting for vehicle in a safe location;
- * Keep seat belts and mobility device tie downs secure until vehicle stops;
- * Remain seated until vehicle comes to a complete stop;
- * Report any safety hazards;
- * Keep wheelchairs or other mobility aids in good condition;
- * Not tamper with or operate vehicle equipment;
- * Make Modivcare aware of customer's physical and/or mental conditions prior to transport;
- * Provide their own wheelchair and/or escort;
- * Call in trip cancellations as soon as possible.
- * When scheduling transportation, notify Modivcare if the Member is wheelchair dependent or requires special Transportation needs.

CUSTOMERS CAN EXPECT:

- * Pick-ups between 0 minutes before and one hour after scheduled pick up time;
- * Expect driver to wait 5 minutes, but no longer than 10 minutes
- * Toll-free accessibility to Modivcare;
- * Be delivered to an appointment on time;
- * Assistance in and out of the vehicle;
- * Trips in air-conditioned and heated vehicles;
- * Safe, clean, properly equipped, and smoke-free vehicles;
- * Properly fastened seatbelts and/or mobility device tie downs;
- * Adequate seating, to include ample space for service animals;
- * Assistance in maneuvering mobility devices up and down one step.

Service Delivery

* Pick up from door to door, meaning main entrance of home to main entrance of building. Drivers are not allowed to enter anyone's home or beyond the main entrance of an apartment building.

* Service is shared-ride and most routine distances (within 12 miles) will incur a travel time of approximately 45 minutes to one hour. Any distance that exceeds 12 miles one way will result in the ride time in the vehicle for more than one hour and in the case of distances that exceed 20 miles, the ride time could be up to or greater than two hours.

Modivcare is dedicated to a high level of service that benefits our clients and the people they care for. Sometimes, there are service issues which may arise and our goal is to address and resolve these issues.

If you have any Complaints you can let us know at:

1-866-333-8449

or

FLserviceconcerns@Modivcare.com