



## East Region

Reservations: 1-888-224-7988  
Ride Assist: 1-866-213-6853  
Facility Line: 1-888-527-2120  
Facility Fax: 1-877-457-3341

## Central Region

Reservations: 1-888-224-7981  
Ride Assist: 1-866-429-4061  
Facility Line: 1-866-570-6128  
Facility Fax: 1-877-601-0613

## Southwest Region

Reservations: 1-888-224-7985  
Ride Assist: 1-877-972-5461  
Facility Line: 1-866-652-3126  
Facility Fax: 1-877-601-9795

Modivcare is leading the transformation to better connect people with care, wherever they are.

We serve the most underserved by facilitating non-emergency medical transportation, nutritional meal delivery, and personal and home care to enable greater access to care, reduce costs and improve health outcomes.



Copyright © 2022 Modivcare® Solutions LLC  
All Rights Reserved. [www.modivcare.com](http://www.modivcare.com)



# How to Access Routine Transportation

A Resource for Georgia  
Medicaid Members

# Routine Transportation

Modivcare manages all non-emergency medical transportation (NEMT) services for Partners Health Management Tailored Plan members. Trips must be arranged and confirmed by Modivcare.

The types of NEMT transportation services available to facilities are:

- **Ambulatory (able to walk)**
- **Wheelchair**
- **Non-emergency ambulance/  
stretcher**

## Covered Services

Trips must be medically necessary and may include doctor's appointments, counseling, dialysis, methadone treatment, etc.

Reservations must be made with at least 3 business days advance notice prior to the scheduled appointment.

Verifiable urgent trips may be accepted with less than 2 business days' notice.

Urgent trips include hospital discharges, appointments deemed urgent by a physician, or facility transfers. Verified urgent trips will be completed within 3 hours of notification.

# Remember

- Trips must be medically necessary. Examples are: doctor visits, counseling, dialysis, methadone treatment, dental appointment, etc.)
- All reservations must be made with at least 72 hours notice prior to the scheduled medical appointment.
- Emergency ambulance transports do not go through Modivcare.

## Hearing Impaired

TTY 1-866-288-3133

Call for reservations to and from a facility or for assistance if transportation is late.

You or the member may also schedule a ride online at [www.MyModivcare.com](http://www.MyModivcare.com)

For medical emergencies please call 911. All telephone numbers are toll free.

**Make reservations Monday – Friday,  
8:00am to 5:00pm local time.**

Please call at least 2 business days in advance to make a reservation, but not more than 30 days before appointment.

**Please have the following available when making your reservation:**

- Your Member ID number
- Name & address of medical providers
- Appointment day and time

# FAQs

**What services are provided by Modivcare?** Modivcare provides non-emergency transport to eligible recipients requiring access to covered medical appointments.

**What are standing orders?** Standing orders are appointments recurring at least 3 times a week for a period of 12 weeks.

**Does Modivcare manage or assist with hospital discharges?** Yes. All reservations for discharge transportation must be made by a representative of the facility. Reservations for a discharge will not be taken direct from the recipient. For an advance discharge, a pickup time must be specified. For a same day discharge, reservations must be made at least 3 hours ahead. In the event that the discharge is delayed or cancelled, please notify Modivcare immediately.

**What if transportation is delayed or the recipient is going to be late for the scheduled pickup time?** Call the Ride Assist Help Line.

**What if the recipient needs to cancel a trip?** Please notify Modivcare that the recipient will need to cancel. If possible, Modivcare requests at least 24 hours notice in advance of the scheduled trip.

**What if there is a problem with the transportation service?** If you should have an issue, question or complaint please contact Modivcare visit [www.MyModivcare.com](http://www.MyModivcare.com).