

Driver Complaints

Your transportation provider has the right to file a complaint. This includes complaints about pick-up times, waiting times, safety, and the conduct of passengers.

Here is what happens if a complaint is filed:

Modivcare will research the complaint and find out what happened. If we find out the complaint is valid, we will tell you what we think happened and what we would like you to do next time.

If a second complaint is filed and we find out the complaint is valid, we will tell you what we think happened and what we would like you to do next time. We will also tell you about possible consequences if the behavior continues.

If a third complaint is filed and we find out the complaint is valid, we will tell you what we think happened and what we will do to fix the problem. That might include bringing an escort with you for future trips, using public transit, or using gas reimbursement.

If we continue to receive complaints, Modivcare will ask others for help in resolving the problem. This might include DHHS, your doctors, or your caregiver.

Please call Modivcare if you have any questions.

Region 1

Reservations: (866) 910-7688

Ride Assist: (866) 910-7689

Region 2

Reservations: (866) 445-6860

Ride Assist: (866) 445-9962

Region 3

Reservations: (866) 445-9954

Ride Assist: (866) 445-9964



modivcare

Healthy Connections 

Rider's Rights and Responsibilities
South Carolina Healthy Connections
Medicaid Members

Rider Rights

Information

You have the right to receive accurate information you can understand about your transportation. If you speak another language or just don't understand something, you will be helped.

Transportation

You have the right to safe transportation. Drivers must drive safely and follow all state and local laws. Drivers must do their best to pick you up and drop you off at the scheduled times. Drivers may request to pick you up early.

Respect

You have the right to respectful treatment. You have the right not to be discriminated against by your driver or by other riders.

Complaints

You have the right to file a complaint. This includes complaints about pick-up times, waiting times, safety, and the conduct of drivers or other riders. This also includes complaints about Modivcare and the conduct of Modivcare staff. Complaints may be called into any Modivcare phone number included on the last page.

Rider Responsibilities Information

You are responsible for providing correct information to Modivcare and to your transportation provider.

Cancellations

You are responsible for notifying Modivcare if you need to cancel your trip. Please call as soon as possible so Modivcare can tell the transportation provider. Modivcare phone numbers are included

below. You are responsible for calling Modivcare if your transportation is late or does not show for pick up.

Pick-Up Times

You are responsible for being ready at your scheduled pick-up time. Your driver needs to pick you up and also pick up other riders. Your driver will not be able to wait more than ten (10) minutes past your scheduled pick-up time. After ten (10) minutes you are considered a "no-show" for your ride. Your ride will be cancelled at that time.

Transportation

You are responsible for obeying all state and local laws including wearing the provided safety belts. You must obey immediately any request or suggestion from the driver about safety. You must obey all posted rules.

Respect

Your driver has the right to respectful treatment. Your driver has the right not be discriminated against by you or by other riders (including escorts). You are responsible for treating your driver and other riders with respect. You must not use vulgar or offensive language.

Packages

Your driver is only able to transport you and any medical equipment (like a wheelchair or walker). You may not bring other packages (like groceries or presents) on the vehicle.

