



**modivcare Executive Office of Health and Human Services**

Department of Children, Youth & Families • Department of Health  
Department of Human Services • Department of Behavioral Healthcare, Developmental  
Disabilities, and Hospitals



March 17, 2014

To Whom It May Concern:

I am writing to inform you that the Executive Office of Health & Human Services (EOHHS) has contracted with Modivcare Solutions, LLC (Modivcare) to arrange and manage Medicaid non-emergency medical transportation services (NEMT) for Medicaid beneficiaries in Rhode Island. Modivcare is a transportation broker that will ensure that Medicaid beneficiaries in Rhode Island receive rides to medical services when they have no other means of getting to the service. ***Modivcare will begin its program on May 1, 2014.***

Via this letter, EOHHS is introducing Modivcare to medical facilities whose patients may use NEMT and may have a need to interact with Modivcare. In the coming weeks, Modivcare will be providing additional information to you by various means, including distributing NEMT program and contact information to medical facilities, conducting webinars, making site visits to facilities serving members who need reoccurring transport for dialysis, mental health and substance abuse treatments, and posting information on its website.

As you know, Medicaid NEMT services are necessary to ensure that Medicaid beneficiaries, in all of Rhode Island's communities, who need transportation to and from Medicaid-covered services receive safe, reliable, efficient and cost-effective non-emergency medical transportation. Modivcare will maintain a network of transportation providers and request an appropriate vehicle from one of the network providers to transport beneficiaries. These transportation services include wheelchair vans, taxis, stretcher cars, bus passes and tickets, secured transportation, and other forms of transportation covered under the Medicaid State Plan.

**Patient Confidentiality**

As part of the contract agreement with the EOHHS, Modivcare is a HIPAA Business Associate of the EOHHS and is authorized to receive beneficiary private health information. The contract mandates that Modivcare's employees and its automated approval system meet HIPAA compliance standards in order to protect the confidentiality of Medicaid beneficiaries. This mandate allows practitioners to share information crucial to allowing Modivcare to arrange appropriate transportation.

Your cooperation and assistance is greatly appreciated. If you have any questions or concerns, please contact Robin Etchingham via email at [Robin.Etchingham@ohhs.ri.gov](mailto:Robin.Etchingham@ohhs.ri.gov), or by phone at 401/462-2312, or Mario Olivieri via email at [Mario.Olivieri@ohhs.ri.gov](mailto:Mario.Olivieri@ohhs.ri.gov) or by phone at 401/4622521.

Sincerely,

Steven M. Costantino, Secretary