

Who We Are

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 to enable greater access to care, reduce costs and improve health outcomes.

Modivcare manages all non-emergency medical transportation (NEMT) services for UnitedHealthcare Community Plan QUEST Integration Program members. Trips must be arranged and confirmed by Modivcare.

Covered Services

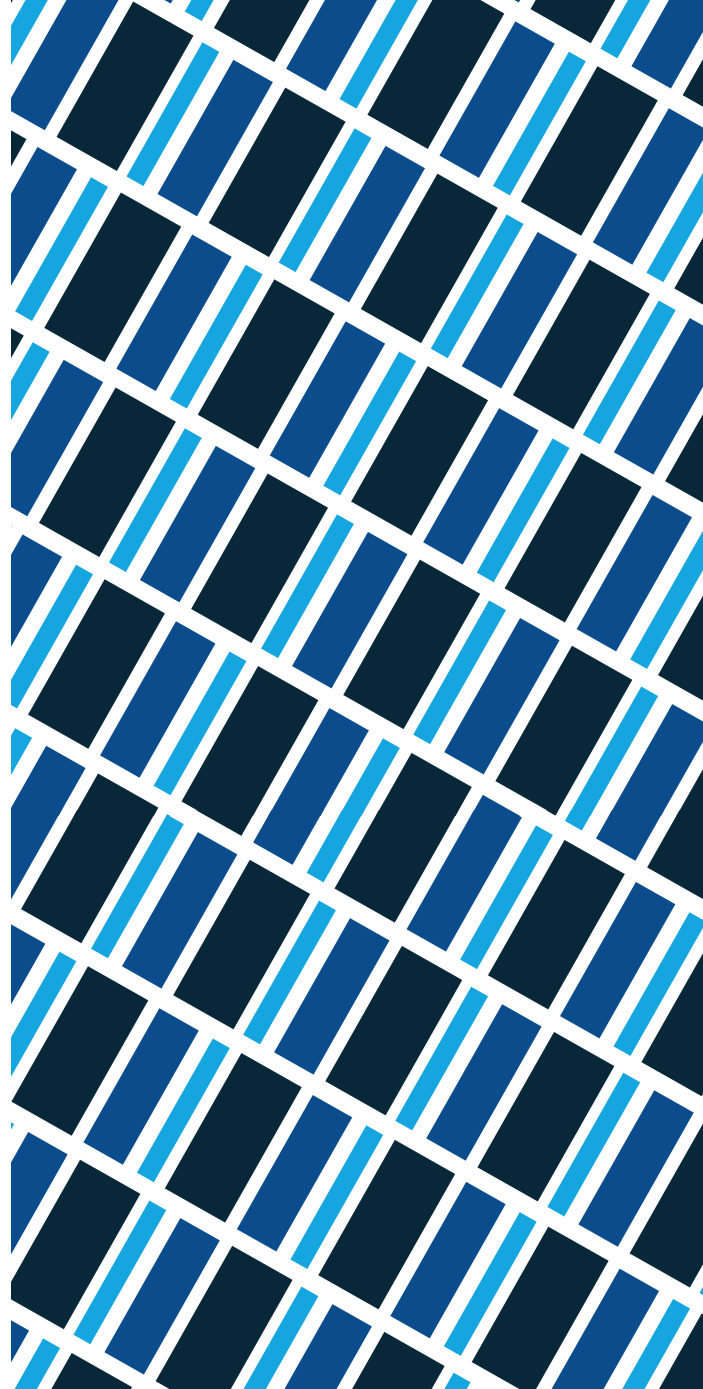
Trips must be medically necessary and may include doctor's appointments, counseling, dialysis, methadone treatment, etc.

Routine transportation must be requested 2 business days in advance.

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. Same day, next day urgent trips, and hospital discharges are done 24/7.



How to Access Routine Transportation



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A Resource for
Hawaii
Health Plan Members

Routine Transportation

The types of NEMT transportation services available to facilities for UHC Medicaid are:

- **Mass Transit, including Handivan Bus Pass**
- **Stretcher Van**
- **Ambulatory: Sedan, van, taxi**
- **Wheelchair lift-equipped vehicle**
- **Commercial Air for inter-island and mainland flights**
- **BLS & ALS Ambulance**

Please have the following available when making your reservation:

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

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

Make a reservation 1-866-475-5746

Facility Reservation Number

Fax Number 1-866-475-5745

Ride Assist 1-866-475-5748

Call this number if transportation is arriving late or to schedule a ride from a facility.

UHC Medicaid

(Oahu, Maui, Molokai, Lanai, Kauai, East Hawaii, West Hawaii)

Make reservations Monday – Friday, 7:45am to 17:30pm local time.

Routine Reservation Closed Saturdays and Sundays and national holidays.

Out of State and Off Island require UHC Prior Authorization

You or the member may also schedule a ride online at www.MyModivcare.com

Hearing Impaired

TTY 1-866-288-3133

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

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 for 3 or more months duration, and going to the same destinations.

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 at **1-866-475-5748**.

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.