



modivcare

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.



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How to Access Non-Emergency Medical Transportation (NEMT) using Modivcare

A Facility Resource
for MO HealthNet
Participants

Accessing NEMT Transportation Services

Modivcare manages all non-emergency medical transportation (NEMT) services for MO HealthNet participants who have no other transportation to doctor's visits or medical appointments. Trips must be arranged and confirmed by Modivcare prior to the appointment.

Covered Services

Trips must be to MO HealthNet covered services, such as certain doctor's appointments or dialysis treatment.

Reservations must be made at least 2-3 business days (depending on the county the member resides in) prior to the scheduled appointment.

Verifiable urgent trips may be accepted with less than 2-3 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.

Emergency ambulance transports are not provided by Modivcare.

To utilize the Facility Services Web portal for making appointments, please call the Facility Department for an enrollment form.

If a member is experiencing a medical emergency, please call 911.

Reservations

1-866-269-5927

Reservation Hours

**Monday – Friday
8:00 a.m. to 5:00 p.m.**

Please have the following information available when making a reservation:

- **Participants MO HealthNet ID #**
- **Name and address of medical provider**
- **Appointment day and time**
- **Pickup time and location**
- **Any special instructions**

Standing Orders and Special Requests

Phone: 1-866-269-5942

Fax: 1-866-269-8875

Call or fax for special requests including mileage reimbursement, meals, lodging, public transit or standing order requests (recurring treatments such as dialysis).

If you need help with an existing reservation or have any issues, please call

Ride Assist "Where's My Ride"

1-866-269-5944

Hearing Impaired

TTY 1-866-288-3133

Frequently Asked Questions

What services are provided by Modivcare? Modivcare provides non-emergency transportation to eligible participants requiring access to covered medical appointments including ambulatory (patient is able to walk), mass transit passes, wheelchair and stretcher service.

How do I arrange transportation for a participant? For routine transportation, call Modivcare Reservations at least 2-3 days before (depending on the county the member resides in) the participant's scheduled doctor's appointment. For medically necessary urgent transportation, you may call the Reservation line 24 hours a day, 7 days a week. For recurring "standing order" transportation, call the Facility line between 8:00 a.m. and 5:00 p.m.

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 directly from the participant. Reservations can be made in advance (e.g. Friday for a Monday discharge).

For an advance discharge, a pickup time must be specified. For a same day discharge, Modivcare will pick up within 3 hours of the reservation. In the event that the discharge is delayed or cancelled, please notify Modivcare immediately.

Please call the Ride Assist Help Line if you have additional questions.