



Modivcare’s responsibility for the non-emergency medical transport of Rhode Island Medicaid members and certain elderly individuals age 60 years and older

Effective **May 1, 2014** Modivcare will manage non-emergency medical transportation (NEMT) for Medicaid members to a Medicaid covered service provided by a Medicaid-enrolled medical practitioner, and for certain elderly individuals age 60 years and older, who have no other way to get a ride. NEMT is available to Medicaid members in United Health Care and Neighborhood Health plans.

All trips must be pre-arranged by a member (*or a family member or medical practitioner on behalf of the member*) and confirmed by Modivcare. Transportation providers may not request trips for members. On Thursday, **April 17**, Modivcare will begin accepting phoned-in requests for NEMT services on or after Thursday, **May 1**.

855-330-9131 is the **reservation** number that members call Monday – Friday 9:00 a.m. to 5:00 p.m. to request NEMT services. All routine trips must be pre-arranged at least two (2) business days in advance (*2 days includes the day of the call but not the day of the appointment*). For example, call Monday to request NEMT services on Wednesday.

Members and facilities can request NEMT services online. Information is provided online at <https://facilityinfo.modivcare.com/rifacility>. This website contains important information for members, medical practitioners, other types of facilities and transportation providers.

866-288-3133 is the reservation number for **deaf or hearing impaired** members.

855-330-9133 is the number to contact Modivcare’s **Facility Department** to request NEMT services for members. This number is for the exclusive use of Rhode Island medical facilities. The fax number for our Facilities Dept. is **877-601-9858**. Medical practitioners can request a single trip for one of their patients or regularly reoccurring transport. Regularly reoccurring trips are referred to as standing order trips. Standing order trips occur three (3) or more times per week. For example, Monday, Wednesday and Friday transport to and from dialysis.

855-330-9132 is the **“Where’s My Ride?”** number that members or the staff at medical facilities can call when the member needs to be picked up after his/her appointment, or if there is a service issue or complaint.

Requests for routine NEMT services must be pre-arranged with Modivcare at least two (2) business days in advance, as shown in the chart below. For example, call Monday for transport on Wednesday.

Requests for urgent, same day or next day trips are reserved pending confirmation from the medical provider that the member needs to come in as soon as possible.

Two (2) business days' prior notice is required for routine NEMT, not counting the day of the appointment.
Call Monday for transport Wednesday
Call Tuesday for transport Thursday
Call Wednesday for transport Friday, Saturday or Sunday
Call Thursday for transport Monday
Call Friday for transport Tuesday