



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, nutritional meal delivery, and personal and home care 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 South Carolina Healthy Connections



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Healthy Connections 

## Accessing NEMT Transportation Services

Modivcare is contracted with South Carolina Healthy Connections to arrange non-emergency medical transportation for Medicaid members.

Modivcare maintains a Facility Department dedicated to handling the transportation needs of nursing homes, hospitals, dialysis, mental health and substance abuse clinics.

Rides must be for doctor visits, dialysis, x-rays, laboratory work, pharmacy, or other medical needs.

Members must call to reserve a ride at least 3 business days before the scheduled appointment. Urgent trips or hospital discharges may be accepted with less than 3 days notice.

### The following information is needed when booking a ride:

- Healthy Connections Medicaid ID #
- Name and address of medical provider
- Appointment day and time
- Pickup time and location

For help with an existing reservation, call Ride Assist. You may also access trip information or book transportation using our online Facilities Portal:

<https://tripcare.modivcare.com>

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

## Facility Reservations

1-866-420-6231

Monday through Friday  
8:00 AM to 5:00pm.

Please call at least 3 business days before  
The medical appointment.

## Reservations Line by Region

### Region 1 – 1-866-910-7688

|           |            |             |
|-----------|------------|-------------|
| Abbeville | Anderson   | Cherokee    |
| Edgefield | Greenville | Greenwood   |
| Laurens   | McCormick  | Oconee      |
| Pickens   | Saluda     | Spartanburg |

### Region 2 – 1-866-445-6860

|           |            |           |
|-----------|------------|-----------|
| Aiken     | Allendale  | Bamberg   |
| Barnwell  | Calhoun    | Chester   |
| Clarendon | Fairfield  | Kershaw   |
| Lancaster | Lee        | Lexington |
| Newberry  | Orangeburg | Richland  |
| Sumter    | Union      | York      |

### Region 3 – 1-866-445-9954

|              |            |            |
|--------------|------------|------------|
| Beaufort     | Berkeley   | Charleston |
| Chesterfield | Colleton   | Darlington |
| Dillon       | Dorchester | Florence   |
| Georgetown   | Hampton    | Horry      |
| Jasper       | Marion     | Marlboro   |
| Williamsburg |            |            |

TTY 1-866-288-3133

### Ride Assist

Region 1: 866-910-7689

Region 2: 866-445-9962

Region 3 : 866-445-9964

Use Ride Assist to call if transportation is 15 minutes past the scheduled pickup time.

Language assistance is available on all lines.

## Frequently Asked Questions

**What are standing orders?** Standing orders are appointments recurring at least 3 times a week for a period of 12 or more 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 direct from the recipient. Reservations can be made up to 3 days in advance (e.g. Friday for a Monday discharge). 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 the facility has multiple trips to schedule for different members?** The facility may fill out individual trip order forms for each member on trips within 30 days.  
Fax to your region representative below:

**Region 1 – 1-866 420-6253**

**Region 2 – 1-877-272-3939**

**Region 3 – 1-877-272-3990**

**SC Nursing Homes: 1-877-272-3486**

**What if transportation is delayed or the recipient is late for the scheduled pickup time?** Call the Ride Assist number by Region.

**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.

**What if there is a problem with the transportation service?** If you or a member should have an issue, question or complaint please contact Modivcare.

**Please call Ride Assist if you have additional questions.**