



UnitedHealthcare SCO is a Coordinated Care plan with a Medicare contract and a contract with the Commonwealth of Massachusetts Medicaid program. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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Routine Transportation is a benefit of UnitedHealthcare Senior Care Options, and is designed to help members get to routine medical visits, whether for medical or dental appointments, to a pharmacy to pick up medication, or for ongoing care such as dialysis.

When members call to schedule a ride, they will be speaking with a Modivcare professional who will be able to assist them.

Limitations and exclusions apply.



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www.modivcare.com

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How to Access Routine Transportation for UnitedHealthcare® Senior Care Options Members

BENEFIT YEAR 2023



United
Healthcare®
Community Plan

Routine Transportation

The type of transportation available will depend on your location and condition, and may include:

- Car, van, taxi or rideshare service
- Wheelchair lift-equipped vehicle

There is no cost for this service and no limit of trips a member can take annually.

This is a curb-to-curb service. Drivers are not allowed to enter a member's home or medical facility. Drivers are only required to wait at most 10 minutes past the scheduled pick up time.

Members can book a trip by phone or online. For more information visit www.MyModivcare.com.

What Members May Expect from Modivcare:

- Protected personal & medical information
- Courteous drivers
- Professional service
- On-time transportation

To Make a Reservation Call Your Member Reservation Number: 1-866-428-1967

If members are experiencing a medical emergency, please call 911 immediately.

Reservations need to be made
Monday – Friday,
from **8:00 a.m. to 5:00 p.m.** local time.

Please call at least 3 business days in advance to make a reservation, but not more than 2 weeks before your scheduled appointment.

Please have the following information available when making a reservation:

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

Ride Assist Help Line Call your Transportation Help Line: 1-866-428-1968

Members may use this number to call if their transportation is late in arriving or to schedule a ride from a facility.

Hearing-Impaired Members Call TTY 1-866-288-3133

Use this number for reservations to and from a facility or for assistance if the member's transportation is late in arriving.

Note: All telephone numbers are toll free.

Frequently Asked Questions

Who can call to arrange your transportation? A member, a relative, caregiver or medical facility staff member.

Wheelchairs? These items must be supplied by the member.

Is there a mileage limit? No. There is no mileage limit within the Commonwealth of Massachusetts.

Where can I go? Transportation can be to any facility or destination covered or approved by your health plan.

What if my appointment is cancelled or rescheduled? Please call immediately and let Modivcare know the change in your schedule, ideally at least one day before your scheduled pick up time. Your courtesy allows us to better serve other members.

What if I have a complaint? Please contact Modivcare through your **Ride Assist Help Line Number at 1-866-428-1968**. (Hearing-impaired members please call: TTY 1-866-288-3133.)

What if I'm unsure of the time of my return trip? If you are not sure when you will be finished with your appointment, please call the **Ride Assist Help Line at 1-866-428-1968** to make arrangements following your scheduled appointment. Transportation will generally arrive within an hour.

For hearing impaired members, please call **1-866-288-3133**. Please have the address where you need to be picked up available.

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