

Medicaid Managed Care Plan (MCP) Transportation Benefit Guide

There may be additional services or changes due to COVID-19, please call the health plan for a current list of services.



<p>To Schedule, Cancel or get Trip status, Call:</p>	<p>1-833-664-6368 <i>Routine scheduling - 7am-8pm M-F</i> <i>Urgent and discharge scheduling - 24/7</i></p>	<p>1-800-282-9720 8am-7pm M-F</p>	<p>1-866-531-0615 24/7</p>	<p>1-800-488-0134 7am-7pm M-F</p>	<p>1-855-739-5986 24/7</p>	<p>1-866-642-9279 24/7</p>	<p>1-800-269-4190 or 1-800-895-2017 7am-8pm M-F</p>
<p>Standard Timeline for Scheduling</p>	<p>Trips must be scheduled 48 hours (2 business days) up to 30 days in advance</p>	<p>Trips must be scheduled 48 hours (2 business days) up to 30 days in advance. <i>Does not apply to urgent requests or OhioRISE members.</i></p>	<p>Trips must be scheduled 48 hours (2 business days) up to 30 days in advance</p>	<p>Trips must be scheduled 24-48 hours (1-2 business days) up to 30 days in advance</p>	<p>Trips must be scheduled 48 hours (2 business days) up to 30 days in advance</p>	<p>Trips must be scheduled 48 hours (2 business days) up to 30 days in advance</p>	<p>Trips must be scheduled 48 hours (2 business days) in advance; <i>48 hours advance notice for pregnancy related trips</i></p>
<p>Special Scheduling Instructions</p>	<p>Scheduling online via smartphone app, Member chat, MTM Member Portal. Reminder calls or texts are also available.</p>	<p>Information on scheduling is available on the member website and the Sydney app.</p>	<p>Scheduling online and via Access2Care smartphone app is available. Android app, iPhone app. Text reminders are also available.</p>	<p>Scheduling online and via Provide A Ride smartphone app is available. Android app, iPhone app. Text reminders are also available.</p>	<p>Scheduling online and via Access2Care smartphone app is available. Android app, iPhone app. Text reminders are also available.</p>	<p>Scheduling online and via Access2Care smartphone app is available. Android app, iPhone app. Text reminders are also available.</p>	<p>Scheduling via UHC Customer Service or ModivCare at the phone numbers listed above.</p>
<p>Same Day/ Sick Visit Instructions</p>	<p>Urgent trip requests for same or next day appointments, or for hospital or facility discharges</p>	<p>Urgent/same day requests available for Urgent Care, Dialysis, Chemo / Radiation, Hospital discharge and all</p>	<p>Sick visit trips available same day and <i>must be confirmed by the provider.</i></p>	<p>Sick visit trips available same day by calling scheduling line above.</p>	<p>Sick visit trips available same day by calling scheduling line above. <i>Non-sick visit same day trips</i></p>	<p>Sick visit trips available same day by calling scheduling line above. <i>Non-sick visit same day trips</i></p>	<p>Sick visit trips available same day by calling scheduling line above.</p>

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	are available by calling scheduling line above.	Ohio RISE members by calling scheduling line above.			<i>must be authorized by Humana.</i>	<i>must be authorized by Molina's Member Services.</i>	
30 One-Way Trips / 15 Roundtrips Less Than 30 Miles	Up to 30 round trips/60 one-way trips are available. Urgent trip requests for same or next day appointments, or for hospital or facility discharges are available.	Members have unlimited trips over 30 miles to covered medical appointments. An additional 30 round trip/60 one-way trips are available.	Members have unlimited trips to all medical appointments and stand-alone trips to the pharmacy that is within 10 miles of the member's pick up and drop off location.	√	√	√	√
Unlimited Trips	Chemotherapy, radiation, dialysis, wheelchair, non-emergent ambulance transportation, OhioRISE	Members have unlimited trips to covered medical appointments, Urgent Care, Dialysis, Chemo / Radiation, Hospital discharge, all wheelchair trips and OhioRISE.	Members have unlimited trips to all medical appointments and stand-alone trips to the pharmacy that is within 10 miles of the member's pick up and drop off location.	Dialysis, Chemo / Radiation, Hospital discharge, Wheelchair, NICU, Pregnancy related trips, Diabetes Management, OhioRISE	Dialysis, Chemo/ Radiation, Hospital discharge, Wheelchair, Urgent Care, Pregnancy related trips, Diabetes Management, Wound Care, OhioRISE	Dialysis, Chemo/ Radiation, Hospital discharge, Wheelchair, Pregnancy related trips, OhioRISE	Dialysis, Oncology, Wound Care, Chemo, Substance Use Disorder, NICU, Wheelchair, Pregnancy related trips, Diabetes Management, OhioRISE
Additional Trips Allowed for Pregnancy (Prenatal, Post-Partum, NICU)	√	√	√	√	√	√	√
Additional Trips Allowed If No Provider Available Within 30 Miles	√	√	√	√	√	√	√

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<p>Plan Specific Additional Trip Requests & Exceptions</p>	<p>Additional trip request beyond the member's value-added benefit will be granted on a case-by-case basis.</p>	<p>Additional trip request beyond the member's value-added benefit will be granted on a case-by-case basis. OhioRISE members have no trip limits.</p>	<p>Additional trip request beyond the member's value-added benefit will be granted on a case-by-case basis.</p>	<p>If member exhausts the transportation benefit, the plan works with member to transition to their county NET program, if possible.</p>	<p>Case-by-case determined in Care Mgmt, authorized w/ notification: Behavioral health/Substance abuse and NICU</p>	<p>Additional trip request beyond the members value added benefit will be granted on a case-by- case basis determined by Molina staff. Transportation may also be available through local CDJFS NET program.</p>	<p>Case-by-case authorized w/ notification for critical care trip types including Dialysis, Chemo/ Radiation, transplant, wound care, drug rehab, hospital discharge</p>
<p>Member services for general benefit inquiries, special transport needs, or member issues</p>	<p>1-833-764-7700 7am–8pm M-F</p>	<p>1-844-912-0938 (TTY 711) 7am–8pm M-F</p>	<p>1-800-642-4168 7am-7pm M-F</p>	<p>1-800-488-0134 7am – 7pm M-F</p>	<p>1-877-856-5702 7am-7pm M-F</p>	<p>1-800-642-4168 7am-8pm M-F</p>	<p>1-800-895-2017 7am-8pm M-F</p>
<p>Approved Locations:</p>							
<p>Medical, Dental, Vision, Mental / Behavioral Health, Hospital Discharge, DME, Urgent Care, WIC, CDJFS including diabetic management visits</p>	<p>√</p>	<p>√</p>	<p>√</p>	<p>√</p>	<p>√</p>	<p>√</p>	<p>√</p>
<p>Pharmacy after Medical appointment or as stand-alone trip</p>	<p>√</p>	<p>√</p>	<p>√</p>	<p>√</p>	<p>√</p>	<p>√</p>	<p>√</p>

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Health Condition Education Classes (such as Diabetes, Hypertension)	√	√	√	√	√	√	√
Centering and Parent Classes (including Car Seat & Cribette classes)	√	√	√	√	√	√	√
Medicaid, Social Security, BCMH, Waiver Redetermination	√	√	√	√	√	√	√
Food Bank, Pre-Ordered Grocery, School District COVID- 19 / Summer Food Packages	√	√	10 one-way or 5 round-trips for grocery/food banks per year	10 one-way or 5 round-trips for grocery/food bank per month	√	√	√

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Approved Transportation Choices							
							
Cab/Van	√	√	√	√	√	√	√
Bus Pass	√	√	√	√	√	√	√
Lyft (Uber Medical)	√	√	√	√	√	√	√
Mileage Reimbursement (to driver)	√	√	√	√	√	√	√
Mileage Reimbursement (to member)	√	√	√	√	√	√	√
Wheelchair Van	√	√	√	√	√	√	√

Additional Contact Information:

Ohio Department of Medicaid (ODM) Provider Hotline	1-800-686-1516
Ohio Department of Medicaid (ODM) Member Hotline	1-800-324-8680