



# Transportation Services

## Non-Emergency Transportation Services

Your McLaren Health Plan benefits provide options for transportation to covered services. McLaren Health Plan has partnered with Modivcare to provide your transportation benefit. We provide transportation free of charge for doctor's visits, lab visits, non-emergency hospital services, prescription pick-up, dental services covered by McLaren Health Plan, and other covered services. In some cases, we may provide bus tokens. If you have your own vehicle or someone else to drive you, you can request mileage reimbursement. There is a review process if you need transportation outside the county you live in. Please call Customer Service at 888-327-0671 (TTY: 711) for more information and to schedule a ride.

Please call 2-3 business days before an appointment so we can make sure we have someone available to transport you. You can request same-day or next-day transportation for an urgent non-emergency appointment. Have this information ready when you call:

*Your name, Medicaid ID number and date of birth*

*The address and phone number of where you will be picked up*

*The address and phone number of where you are going*

*Your appointment date and time*

*The name of your provider and provider specialty*

Members with any special needs (wheelchair accommodations, oxygen resources, etc.) will want to schedule transportation as early as possible in order to meet their needs with the appropriate vendor. Let us know if you have additional riders. Door-to-door service is available upon request and we comply with paratransit via the Americans with



Disabilities Act (ADA). You may be asked for additional documentation based on your trip needs. Please be sure to call us as soon as possible if you need to cancel.

### **Emergency Transportation**

Call 911 if you need emergency transportation.

### **Mileage/Gas Reimbursement**

Medicaid members who need to request Mileage Reimbursement pre-10/01/2023 can request copies of the McLaren Mileage Reimbursement form by contacting Customer Service at 888-327-0671, or by email at: [mclarenmileage@mclaren.org](mailto:mclarenmileage@mclaren.org)

Members must then complete the Mileage Reimbursement form in its entirety, which includes obtaining the provider signature.

Once complete, members may submit the completed Mileage Reimbursement form to one of the following:

By Mail: McLaren Health Plan Transportation, P.O. Box 1511, Flint, MI 48501-1511

By Fax: 810-600-7975

By Email: [mclarenmileage@mclaren.org](mailto:mclarenmileage@mclaren.org)

Medicaid members who need to request Mileage Reimbursement post-10/01/2023 should call ModivCare at 855-251-7100 and report the driver and their trip details to obtain a trip # for their ModivCare Trip Log, aka Mileage Reimbursement form.

Once the Trip # is obtained, it needs to be logged on the ModivCare Trip Log (attached above/ModivCare link below).

After the Mileage Reimbursement form is completed by the member & signed by their provider, it needs to be submitted to one of the following:

By Mail: ModivCare Billing, 798 Park Avenue NW, Norton, VA 24273

By Fax: 866-528-0462

By Email: [virginia.billingoperations@modivcare.com](mailto:virginia.billingoperations@modivcare.com)



ModivCare Trip Log Form & Trip Log Instructions found here:  
<https://www.modivcare.com/facilities/mi/>

If you have any questions or concerns regarding your transportation benefit, please call your McLaren Health Plan Customer Service Representative at 888-327-0671 (TTY:711).