



Transportation Services

Non-Emergency Transportation Services

Your McLaren Health Plan benefits provide options for transportation. 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, and other covered services, whether those are provided by McLaren Health Plan or through MDHHS directly. Transportation assistance is available 24 hours a day, 7 days a week, 365 days a year. 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.

ModivCare will ask you or your representative whether there are any special transport needs at the time of scheduling. ModivCare will determine the most appropriate mode of transportation to meet your medical needs and based on your individual circumstances. 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. This includes, but is not limited to, special transport requirements for members who are medically fragile, members with physical or mental health needs, members with an Intellectual and/or Developmental Disability (I/DD), pregnant members, infants, members with children, and additional riders needed to accompany the member. ModivCare also considers the need for car seats, whether housing status may affect pick-up and drop-off location(s), and any circumstances where the appointment(s) need to be kept confidential. Special transport includes but is not limited to, medically necessary wheelchair lift-equipped vehicles, Medi-Van vehicles, medically necessary attendants, and other transportation-related needs supported by medical documentation and/or safety protocols.

ModivCare provides transportation to ongoing services, such as dialysis, chemotherapy, substance use disorder (SUD) services, physical therapy, speech therapy, and occupational therapy. Additionally, to Maternal Infant Health Programs (MIHP) or other MDHHS approved evidence-based home-visiting program, enrolled pregnant and infant



beneficiaries to access health care and pregnancy-related appointments and for a mother to visit their hospitalized infant. Pregnancy related appointments include those for oral health services, WIC services, mental and substance use disorder treatment services, and childbirth and parenting education classes. Medically necessary, non-emergency ambulance transportation to Prepaid Inpatient Health Plan (PIHP) and Community Mental Health Services (CMHSP) related services.

Non-Emergency

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 should follow the process below:

Members 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

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).