

FAQs

Q. What do I do if my ride is late?

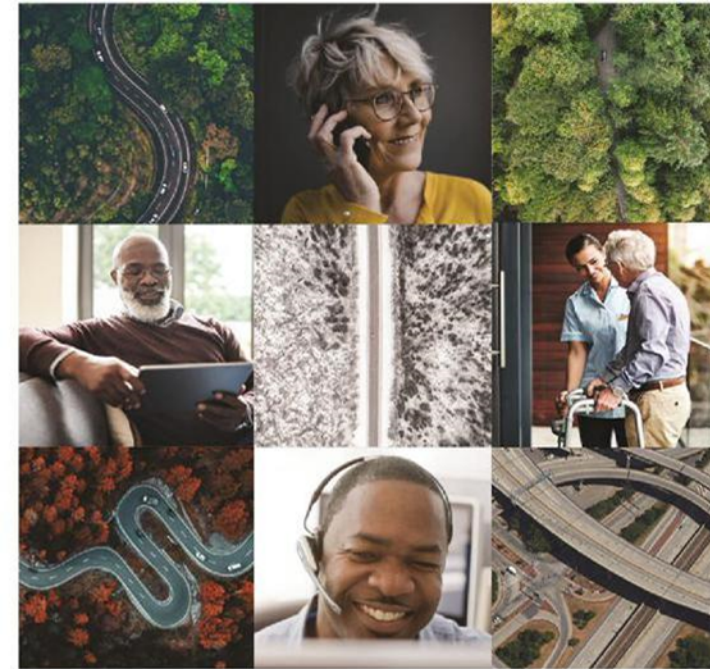
Call the Ride Assist line if you: Have waited more than 15 minutes after your scheduled pick-up time, Have waited more than one hour to be picked up after the time you called Modivcare to request a return ride when you have not scheduled a specific pick up time with your original reservation.

Modivcare manages non-emergency medical transportation on behalf of South Carolina Healthy Connections Medicaid members. For more information, please visit www.MyModivcare.com.



www.modivcare.com

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How to Access Non-Emergency Medical Transportation with Modivcare

A Resource for
South Carolina Healthy
Connections Medicaid
Members

Healthy Connections 

Non-Emergency Medical Transportation (NEMT)

Non-emergency transportation is available for eligible SC Medicaid Members who need to get to and from doctor appointments, pharmacies and other medical appointments, but have no means of transportation. Transportation will only be provided to and from your address on record with South Carolina Healthy Connections Medicaid.

How it Works

To schedule a ride, call Modivcare, between 8 a.m. and 5 p.m. Monday through Friday at least 3 business days, before your appointment. You may also schedule your trip on-line using the Member Services website.

When you call, please be ready to provide:

- Member Medicaid ID number
- Name, phone number, address, and zip code of the health care provider you are seeing
- Date and start time of your appointment
- End time of your appointment, if you know it
- Any special needs, including if you need someone to ride with you
- General reason for the appointment (check-up, eye appointment, etc.)

If you need to change or cancel a ride, call at least 24 hours in advance.

If you are experiencing a medical emergency, call 911.

Schedule a Ride

Call Modivcare
Monday through Friday
8:00 AM to 5:00 PM.

Please call at least 3 business days before your 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		

Book Online at www.Modivcare.com

Hearing Impaired

TTY 1-866-288-3133

Ride Assist

Region 1: 866-910-7689

Region 2 : 866-445-9962

Region 3: 866-445-9964

Questions & Answers

Q. How do I know if I qualify for non-emergency medical transportation?
Modivcare is contracted to manage and coordinate NEMT services for SC Medicaid Members. Transportation is provided for travel to and from Medicaid covered services. A Modivcare Representative can assist in determining if you have this benefit.

Q. Who can call to request my ride? You, a relative, caregiver, nurse or doctor.

Q. How do I get a ride for repeat appointments like dialysis?

Your Healthcare Provider can schedule recurring trips for you up to 3 months at a time.

Q. What do I do once my ride is set up?

Your driver will call to remind you of your pick-up time. Be ready for your ride at the scheduled pick-up time. If you scheduled a ride back, your driver should pick you up more than 15 minutes after your scheduled pickup time. If your visit is over and you did not schedule a ride back, you have a “will call” or open return time. Call the Ride Assist line to request pickup. The driver should arrive within one hour from the time of your request.

Q. How do I communicate to Modivcare if I have problems with transportation?
Please call our Ride Assist line.

Q. What type of transportation will I get?
To determine the ride most appropriate for you, Modivcare will ask questions about your health and how you handle basic daily tasks. We may also consult your healthcare provider.

To report fraud & abuse call:
1-888-364-3224

Si desea solicitar este folleto en español
por favor llame al
1-866-910-7689.