

## Member conduct for transportation services

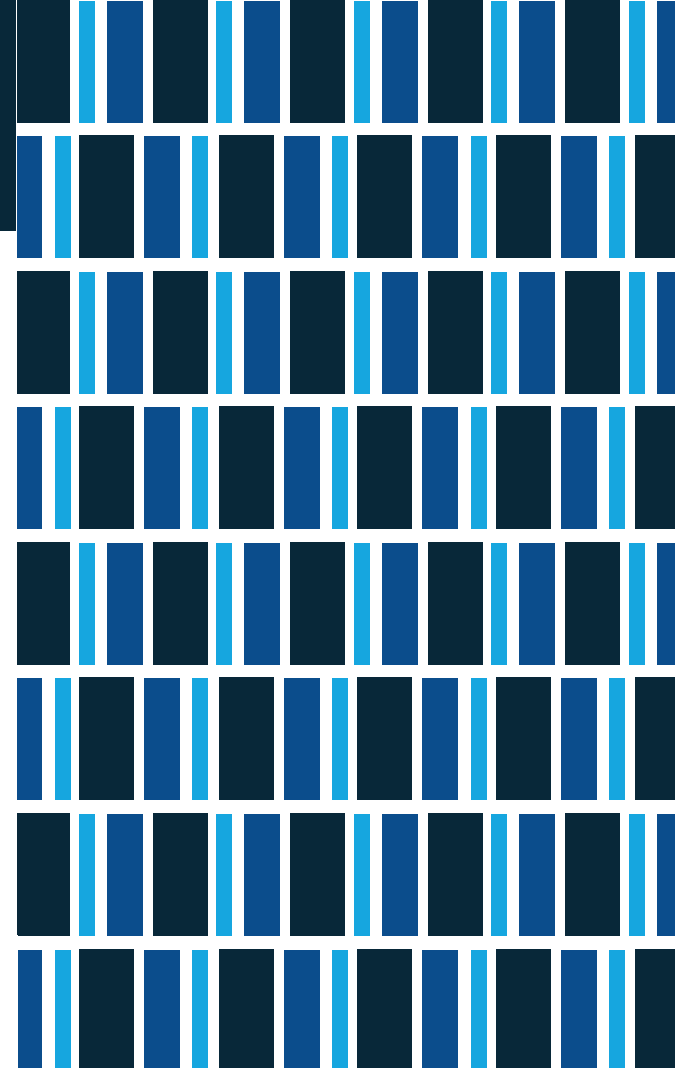
Any member who uses transportation services by AmeriHealth Caritas North Carolina is responsible for following conduct guidelines as outlined below:

- If you risk the safety of other passengers and/or the driver, your transportation services may be suspended for 30 days by AmeriHealth Caritas North Carolina.
- NEMT riders also are subject to the conduct policies of their transportation service providers. Your transportation services can be suspended by the transportation service provider for more than 30 days for breaking any of the service's conduct policies.
- If you are suspended from transportation services for violating the transportation service provider's conduct policy, you will be given a mileage reimbursement log to document trips to Medicaid covered services as long as you remain otherwise eligible for transportation assistance.
- If you are temporarily suspended from transportation services for violating a conduct policy, you should receive a notice explaining the reason and duration of your suspension.

## No-show policy for transportation services

**You are responsible for following the "no-show" rules:**

- You must be at the agreed upon pickup location at the scheduled time.
- You must complete your trip and show a completed mileage reimbursement log to be reimbursed for mileage.
- To cancel a scheduled trip, you must contact the transportation service at least 24 hours in advance. If you don't cancel at least 24 hours in advance, it may be considered a no-show, unless there was a good reason for the cancellation.
- After the first no-show, the transportation service provider will note on your account that you did not show.
- After the second no-show, you may be asked to call the transportation service provider one hour before pickup to confirm that you need a ride. If you continue to not show for scheduled rides, you may be suspended from using the transportation service. If you are suspended, you will receive a notice showing the dates of the suspension and any previous no-shows.
- If you are a critical needs member, such as receiving dialysis or chemotherapy, you cannot be denied transportation to critical services. However, you can be suspended from receiving non-emergency transportation to non-critical appointments.



How to Access Routine Medical Transportation for AmeriHealth Caritas North Carolina Medicaid Members

ModivCare manages routine medical transportation for select health care plans. Give us a call! A ModivCare professional will gladly help.



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For Medicaid Members  
Benefit Year 2022

# Non-emergency medical transportation

## Questions and answers

## Booking transportation

ModivCare is contracted by AmeriHealth Caritas North Carolina to arrange non-emergency medical transportation (NEMT) for you. The allowable benefits may vary by treatment type but can include:

- Mileage reimbursement\*
- Public transit
- Sedan, van, or taxi
- Wheelchair vehicle
- Non-emergency ambulance
- Non-emergency commercial air travel

\*Mileage reimbursement (self, family or friends): call at least two business days or more before your appointment to request a trip number. You will need to keep track of your visits on the mileage reimbursement form. You will also need to get the signature of the provider you are seeing.

### How it works

To get started, please review the information in this brochure and call your reservation number to schedule transportation.

There is no additional cost for this service and there are no trip limits for Medicaid members.

**Please call Ride Assist if you have any questions.**

**Who can call to arrange my transportation?** You, a relative, caregiver, or health care provider.

**Do I need to provide my own wheelchair or child safety seats?** Yes. You will need to provide your own wheelchair. You will also be responsible for installing and uninstalling child safety seats. The driver will not transport a child without a safety seat if it is required.

**What do I do if my ride is late?** Please call Ride Assist for immediate help.

**What if I want to file a complaint?** You may do so by contacting ModivCare at 1-833-498-2262.

**Is there a mileage limit?** Yes, each one-way trip cannot exceed 75 miles without prior approval.

**Is there a limit to the number of trips?** Trips are unlimited for Medicaid-covered services.

**What if I'm unsure of my return time?** You can call Ride Assist to check your scheduled time or to activate your "Will Call" pickup. The representative will provide you with an estimated time of arrival. It may take up to one hour from the time of your call.

**Can I bring someone?** One escort is allowed to accompany members who are under 21 years of age, blind or deaf, or members with disabilities.

**Are the drivers allowed to come in my house?** No, drivers may not come into your house unless indicated by Level of Service.

Language assistance is available on all lines.

### Reservations:

1-833-498-2262

**Note:** If you have a medical emergency, please call 911 right away. Ride requests can be made by phone Monday through Saturday from 7 a.m. to 6 p.m.

**When to call:** To request a ride please call at least two business days before your appointment, but no more than 30 calendar days before your appointment.

**Wait time:** Drivers can arrive 30 minutes before the scheduled pickup time and are only required to wait 10 minutes past the scheduled pickup time. Please be ready, late or to schedule a ride from a facility.

### Ride Assist:

1-833-498-2262

Use this number to activate a "Return Pick Up" or if your transportation is late for a scheduled pickup. Please also use this number if you need to make a change or cancel a previously scheduled reservation.

### Hearing Impaired:

TTY 1-866-288-3133

**Please have the following information available when making a reservation:**

- Medicaid ID #
- Appointment day(s) and time(s)
- Name and address of medical provider
- Pickup time and location
- Reason for your appointment
- Special accommodations, if needed
- If you will have an escort

English: You can get free auxiliary aids and services, including this material and other plan information in large print. To get materials in large print, call Member Services at 1-855-375-8811 (TTY 1-866-209-6421). If English is not your first language, we can help. Call 1-855-375-8811 (TTY 1-866-209-6421).

We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

Spanish: Puede obtener ayuda y servicios de asistencia sin cargo, que incluyen a esta publicación y otra información del plan en letra grande. Para recibir información en letra grande, llame a Servicios al Miembro al 1-855-375-8811 (TTY 1-866-209-6421). Si el inglés no es su lengua materna, podemos ayudar. Llame al 1-855-375-8811 (TTY 1-866-209-6421).

Podemos brindarle la información de esta publicación en su idioma de manera oral o escrita, ofrecerle acceso a servicios de interpretación y ayudarlo a responder sus preguntas en su idioma sin cargo.

Simplified Chinese: 您可以免费获取辅助设备及服务, 包括本资料内容及其他计划相关信息的大号字体版。如需获取以大号字体印刷的资料, 请致电会员服务部 1-855-375-8811 (TTY 1-866-209-6421)。如果英语不是您的第一语言, 我们可以提供帮助。请致电 1-855-375-8811 (TTY 1-866-209-6421)。

我们可以免费以您的语言通过口头或书面形式为您提供本资料中的信息, 为您提供口译服务, 并帮助使用您的语言解答您的问题。