



East Region

Reservations: 1-888-224-7988
Ride Assist: 1-866-213-6853
Facility Line: 1-888-527-2120
Facility Fax: 1-877-457-3341

Central Region

Reservations: 1-888-224-7981
Ride Assist: 1-866-429-4061
Facility Line: 1-866-570-6128
Facility Fax: 1-877-601-0613

Southwest Region

Reservations: 1-888-224-7985
Ride Assist: 1-877-972-5461
Facility Line: 1-866-652-3126
Facility Fax: 1-877-601-9795

Modivcare is leading the transformation to better connect people with care, wherever they are.

We serve the most underserved by facilitating non-emergency medical transportation, nutritional meal delivery, and personal and home care to enable greater access to care, reduce costs and improve health outcomes.



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How to Access Routine Transportation

A Resource for Georgia
Medicaid Members

Routine Transportation

Modivcare manages all non-emergency medical transportation (NEMT) services for Partners Health Management Tailored Plan members. Trips must be arranged and confirmed by Modivcare.

The types of NEMT transportation services available to facilities are:

- **Ambulatory (able to walk)**
- **Wheelchair**
- **Non-emergency ambulance/
stretcher**

Covered Services

Trips must be medically necessary and may include doctor's appointments, counseling, dialysis, methadone treatment, etc.

Reservations must be made with at least 3 business days advance notice prior to the scheduled appointment.

Verifiable urgent trips may be accepted with less than 2 business days' notice.

Urgent trips include hospital discharges, appointments deemed urgent by a physician, or facility transfers. Verified urgent trips will be completed within 3 hours of notification.

Remember

- Trips must be medically necessary. Examples are: doctor visits, counseling, dialysis, methadone treatment, dental appointment, etc.)
- All reservations must be made with at least 72 hours notice prior to the scheduled medical appointment.
- Emergency ambulance transports do not go through Modivcare.

Hearing Impaired

TTY 1-866-288-3133

Call for reservations to and from a facility or for assistance if transportation is late.

You or the member may also schedule a ride online at www.MyModivcare.com

For medical emergencies please call 911. All telephone numbers are toll free.

**Make reservations Monday – Friday,
7am to 6pm local time.**

Please call at least 2 business days in advance to make a reservation, but not more than 30 days before appointment.

Please have the following available when making your reservation:

- Your Member ID number
- Name & address of medical providers
- Appointment day and time

FAQs

What services are provided by Modivcare? Modivcare provides non-emergency transport to eligible recipients requiring access to covered medical appointments.

What are standing orders? Standing orders are appointments recurring at least 3 times a week for a period of 12 weeks.

Does Modivcare manage or assist with hospital discharges? Yes. All reservations for discharge transportation must be made by a representative of the facility. Reservations for a discharge will not be taken direct from the recipient. For an advance discharge, a pickup time must be specified. For a same day discharge, reservations must be made at least 3 hours ahead. In the event that the discharge is delayed or cancelled, please notify Modivcare immediately.

What if transportation is delayed or the recipient is going to be late for the scheduled pickup time? Call the Ride Assist Help Line.

What if the recipient needs to cancel a trip? Please notify Modivcare that the recipient will need to cancel. If possible, Modivcare requests at least 24 hours notice in advance of the scheduled trip.

What if there is a problem with the transportation service? If you should have an issue, question or complaint please contact Modivcare visit www.MyModivcare.com.