



modivcare

Rider Rights

- You have the right to be treated with respect and dignity.
- You have the right to privacy.
- You have the right to exercise your rights without being worried about the way the NEMT program will treat you.
- If you have an issue with NEMT services, you may file a complaint by calling 1-866-269-5944.

Modivcare will send you a letter if your transportation request is denied, suspended, or limited. You have the right to ask for a State Fair Hearing within 90 days from the date of the letter.

For information on a State Fair Hearing, call Participant Services at 1-800-392-2161.



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How to Access Non-Emergency Medical Transportation (NEMT) using Modivcare

A Resource for
MO HealthNet Participants

NEMT Transportation

Modivcare is contracted with MO HealthNet to arrange non-emergency medical transportation to and from certain doctor's appointments for MO HealthNet participants and for certain services for some managed care members.

Transportation can be to any facility that provides health care services covered by MO HealthNet. The allowable benefits may vary by treatment type and may include:

- **Public Transportation**
- **Private Provider**
- **Non-emergency Ambulance**
- **Gas Mileage Reimbursement**

Modivcare will determine the best and most suitable transportation based on your available benefits and needs. Modivcare will let you know if your benefits do not cover NEMT services.

How it Works

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

Trips must be medically necessary and may include certain doctor's visits, dialysis treatment, etc.

Drivers are only required to wait 15 minutes past the scheduled pickup time, so please be ready when your ride arrives.

If you are experiencing a medical emergency, please call 911.

To Make a Reservation Call:

1-866-269-5927

Members can also book online at
www.MyModivcare.com.

Business Hours

**Monday – Friday
8:00 a.m. to 5:00 p.m.**

Reservations may be scheduled
24 hours/day, 7 days/week.

Transportation requests should be made at least 2-3 business days in advance of your appointment, but no more than 30 days before your appointment. Verified same date trips including hospital discharges may be scheduled with less than 48-72 hours' notice.

Please have the following information handy when making a reservation:

- Your Medicaid ID #
- Name, address, and phone number of the facility or provider you are going to
- Appointment day and time

Ride Assist “Where's my Ride”

1-866-269-5944

Use this number to activate a “Will Call” pickup, or if your transportation is more than 15 minutes late. You can also use this number if you need to make a change or cancel a previously scheduled reservation.

Hearing-Impaired Members

TTY 1-866-288-3133

All telephone numbers are toll free and language assistance is available on all lines.

Frequently Asked Questions

Who can call to arrange your transportation? A member, a relative, caregiver or medical facility staff member.

Who determines the scheduled pickup time? Modivcare will determine the pickup time based on how long it takes to get you to your medical appointment on time.

Can I request a specific transportation provider? Modivcare will provide the best service to meet your medical needs. While Modivcare will attempt to work with you, we cannot guarantee a specific provider.

What if my appointment is cancelled or rescheduled? Please call Modivcare as soon as possible about your trip change, ideally at least 1 day or 24 hours before your scheduled pickup time.

How should I schedule recurring appointments such as dialysis? Your medical facility will help manage this type of transportation for you.

What if I have a complaint? Please contact Modivcare at 1-866-269-5944 or visit www.MyModivcare.com.

What if I need to cancel my trip? Please contact Modivcare at 1-866-269-5944 if you need to cancel or change your ride.

What if I'm unsure of the time of my return trip? If you are not sure when you will be finished with your appointment, please call Ride Assist at 1-866-896-7211 for a pickup following your scheduled appointment. Transportation will arrive within an hour.

For further questions please visit
www.MyModivcare.com.