



modivcare



Medicaid Member's Responsibilities and Conduct

If you have another reasonable way to make it to your appointment; you should **not** request medical transportation from Modivcare.

If you use public transit for daily activities, you are required to use public transit to get to and from your medical care:

- If you can **walk 1/2 mile and live within 1/2 mile of your medical appointment**, then you are expected to walk to your appointment.
- Call Modivcare to request your bus pass at least 5 days prior to your appointment; bus tickets are mailed to your mailing address and this will guarantee you receive it on time.

If you have no other means of transportation, and you cannot use public transit*, you can receive Medicaid funded Curb-to-curb transportation.

- You **MUST** contact Modivcare at **855-330-9131** at least **48 business hours** in advance for your ride. For example, call Monday for a Wednesday appointment. *Weekends and Holidays are not considered business days.*
- When you contact Modivcare, you must have your Medicaid ID number, and your medical provider complete contact information: **name, address, and phone number.**
- Modivcare is responsible for “curb-to-curb” service. Drivers are not allowed to escort members. You may bring one adult escort if it is medically necessary. Members younger than 18 years old must be accompanied by an adult.
- If you are not satisfied with the behavior or decision of the Modivcare customer service representative, please ask to speak to a supervisor to discuss your concern.

****If you are not able to take public transportation, we will require a completed Medical Necessity Form from your Medical Practitioner or Licensed Clinician, in order to authorize a curb-to-curb service. The form needs to be first approved by our Utilization Review Department; this can take approximately 10 days.***

On the day of your transport, you:

- Must be dressed and ready to board the vehicle at the scheduled pick up time.
- Cannot have alcohol, drugs, or any weapon with you.
- Must use the seatbelt.
- Are responsible for any needed equipment, such as a car seat for a child, or a wheelchair.
- Cannot physically or verbally abuse other riders or the driver.
- Cannot smoke while in the vehicle.

Modivcare is the nation's leading provider of specialized transportation network management services for hospitals, government agencies, and managed care organizations; including self-funded insurers, transit authorities, and social service agencies.

You must call Modivcare at 855-330-9132 if:

- You are unable to go to your medical appointment. Please call two (2) hours or more in advance if you need to cancel. **Do not call the driver**
- The driver is more than 15 minutes late, or the driver did not show up.
- The driver is driving dangerously, smoking, or abusive to you, or asks you for money.
- The heat or air conditioning in the vehicle is not working.
- There isn't a seat or seatbelt for you in the vehicle.
- It took too long to arrive at your appointment, or arrive back at your residence.
- You were in an accident or got injured while riding in the vehicle.

What Happens If the Rules Are Not Followed?

If providers and beneficiaries do not follow the rules for Medicaid, the added cost to the Medicaid program can be significant. Fraud and abuse can affect the amount of money available for Medicaid benefits. Help prevent fraud by reporting an incident when:

- Your driver takes someone to a nonmedical location other than their home;
- Your driver takes a route that adds extra time or mileage;
- You get a ride in an ambulance when a wheelchair or regular van would have worked; or
- You see someone sharing his or her Medicaid card or number with others to get medical services.

These are just some examples of fraud. Please, if you know of someone who is breaking the rules, including a driver, please report it.

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