



Quality Non-Emergency Transportation Services: What to Expect from Modivcare Medicaid Transportation Providers

To participate as a Modivcare transportation provider in Rhode Island, a provider must be registered with Rhode Island. A provider must meet all Modivcare requirements. There are insurance, driver and vehicles requirements.

Medicaid members should expect:

- For “Routine” or “Standing Order” trips, pick-ups to occur no earlier than 15 minutes before or later than 15 minutes after the scheduled pick-up time.
- For “Routine” or “Standing Order” trips, drop-offs to occur on time or early, but not more than 30 minutes early.
- **If the member says he/she “will call” for pickup after their medical**
- **appointment the driver will arrive within 60 minutes of when LGTC received the call.**
- For “Urgent” care trip, the driver will arrive as soon as possible but not longer than 3 hours from when LGTC received the call.
- Rides not more than 30 minutes longer than the direct transport time if the member was riding in the bus/public transit;
- Provider employee sensitivity to the population;
- Courteous provider employees;
- Clean, non-smoking vehicles;
- Diligent care provided to all passengers; and
- Appropriately, adequately heated and air conditioned vehicles (i.e., heat in winter, air conditioning in summer) and all seats have seat belts.
- Although it is often difficult to accommodate the needs of a medically-fragile population, we expect appropriate transportation for all Medicaid members, and that every effort will be made to meet the needs of those members.

Complaints or concerns with service issues?

Call Modivcare’s **“Where’s My Ride”** at **855-330-9132**.

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