



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 to enable greater access to care, reduce costs and improve health outcomes.



# How to Access Routine Transportation



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A Resource for Utah Medicaid Services Program

# Routine Transportation

Available transportation will depend on your location and condition and may include:

- **Car, vans, taxi or rideshare service**
- **Ambulance (ALS / BLS), mass transit, specialty care transport**
- **Wheelchair lift-equipped vehicle**

There is no additional cost for this service beyond the current health plan. However, there may be a limit to the number of trips a member can take annually. A trip is considered one way; a round trip would be two trips.

Please contact Customer Service at the number on the back of the member ID card to determine how many trips are included in the plan.

This is a curb-to-curb service. Drivers are not allowed to enter a member's home or medical facility. Drivers are required to wait at most 15 minutes past the scheduled pick up time.

## What Members Can Expect from Modivcare:

- Protected personal & medical info
- Courteous drivers
- Professional service
- On-time transportation

# Make a reservation 1-855-563-4403

Member Reservation Number

## Ride Assist

1-855-563-4404

Call this number if transportation is arriving late or to schedule a ride from a facility.

You or the member may also schedule a ride online at [www.MyModivcare.com](http://www.MyModivcare.com)

## Hearing Impaired

TTY 1-866-288-3133

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

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

**Make reservations Monday – Friday,  
8:30am to 5:30pm local time.**

Please call at least 3 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

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

**Wheelchairs?** Member must supply wheelchair.

**Is there a mileage limit?** Yes. The maximum one way mileage depends on your plan benefit.

**Where can I go?** Any facility or destination covered or approved by the member's health plan.

**What if my appointment is cancelled or rescheduled?** Please call as soon as you're able and let Modivcare know the change in schedule, ideally at least one day before the scheduled pick up time.

**What if I have a complaint?** Please contact Modivcare through your **Ride Assist Help Line Number at 1-855-563-4404. (Hearing-impaired members can call: TTY 1-866-288-3133.)**

**What if I'm unsure of the time of my return trip?** If you are not sure when your appointment will end, please call the **Ride Assist Help Line Number at 1-855-563-4404. (Hearing-impaired members can call: TTY 1-866-288-3133.)** to make arrangements following your scheduled appointment. Transportation will generally arrive within an hour.