

How to Access West Virginia Medicaid Non-Emergency Medical Transportation



**Members with Medicaid may be eligible for transportation services.
Use the options below to schedule Non-Emergency Medicaid Transportation.**

Reservations Line - Call toll-free: (844) 549-8353. Reservations are taken Monday through Friday between the hours of 7:00 am and 6:00 pm. Routine reservations require a **5-business day** notice.

Modivcare Trip Manager Mobile App - Schedule transportation, obtain trip reference numbers, see which transportation company is assigned to your trip, and message us directly from your smart phone or tablet. Download the free app from Google Play Store or iTunes.

Member Services Website - Schedule trips online at <https://member.Modivcare.com>

Alternative Transportation Options

Public Transit - Members who live near a bus line can request bus tickets/passes for themselves and one escort if medically necessary. Call the reservation line at **(844) 549-8353** for details.

Mileage Reimbursement - Family, friends, and members may be eligible to receive mileage reimbursement when providing transportation to covered services. Call **(844) 889 1942** for further details.

Questions or Concerns

Our Ride Assistance Line is available 24/7/365 to discuss your questions or concerns. Call **(844) 889-1939**.

Cancel Transportation Service

Call our 24-hour Ride Assistance Line at **(844) 889-1939** to cancel an existing reservation. 24 hours' notice is preferred.