



## **Change in Non-Emergency Medical Transportation Management**

On September 1, 2018, Modivcare will be the new non-emergency medical transportation (NEMT) manager for West Virginia. Modivcare will provide you with excellent customer service and high quality, safe and reliable transportation to your covered services. We expect there to be a smooth transition from MTM to Modivcare with no interruption to the service you currently receive.

Beginning August 20, 2018, your requests for transportation for appointments on September 1 and later will be handled by Modivcare. Trip requests may be called into Modivcare's West Virginia office Monday through Friday 7 a.m. to 6 p.m. Please remember to call at least five (5) business days before your appointment. There will be no change to the number you currently use to schedule a trip. You can also schedule your trip online at [www.member.Modivcare.com](http://www.member.Modivcare.com).

**Toll-Free Reservation Number: 844-549-8353**  
**Toll-Free Ride Assistance Number: 844-889-1939**  
**Toll-Free Hearing Impaired (TTY) Number: 866-288-3133**  
**Hours: 7 a.m. to 6 p.m., Monday through Friday**

For Members who use Gas Mileage Reimbursement, a Modivcare Gas Mileage Reimbursement Trip Log is included with this letter. Effective September 1, 2018, gas mileage reimbursement will be limited to the nearest medically appropriate and qualified provider not to exceed 125 miles from the member's home in state or within 30 miles of the West Virginia border. When comparable treatment may be obtained at a facility closer to the member's home than the one chosen, mileage reimbursed is limited to the distance to the nearest facility.

We look forward to providing you Non-Emergency Medical Transportation on

September 1. Sincerely,

Cindy Franklin  
General Manager  
Modivcare West Virginia