

Non-emergency transportation (NET) is a paid benefit of MaineCare, and is designed to help you get to your MaineCare Covered Services.

If your services are denied, you are allowed 60 days to appeal the decision in writing. Failure to appeal within 60 days waives your right to further appeal.

Reservations and Ride Assist Numbers by Region

Region 1 - Patten, Danforth, Aroostook

Reservations - 855-608-5174

Ride Assist - 855-608-5175

Region 2 - Washington and Hancock

Reservations - 855-608-5176

Ride Assist - 855-608-5177

Region 6 - Cumberland (Brunswick and Harpswell excluded)

Reservations - 855-608-5178

Ride Assist - 855-608-5179

Region 7 - Oxford, Androscoggin and Franklin

Reservations - 855-608-5180

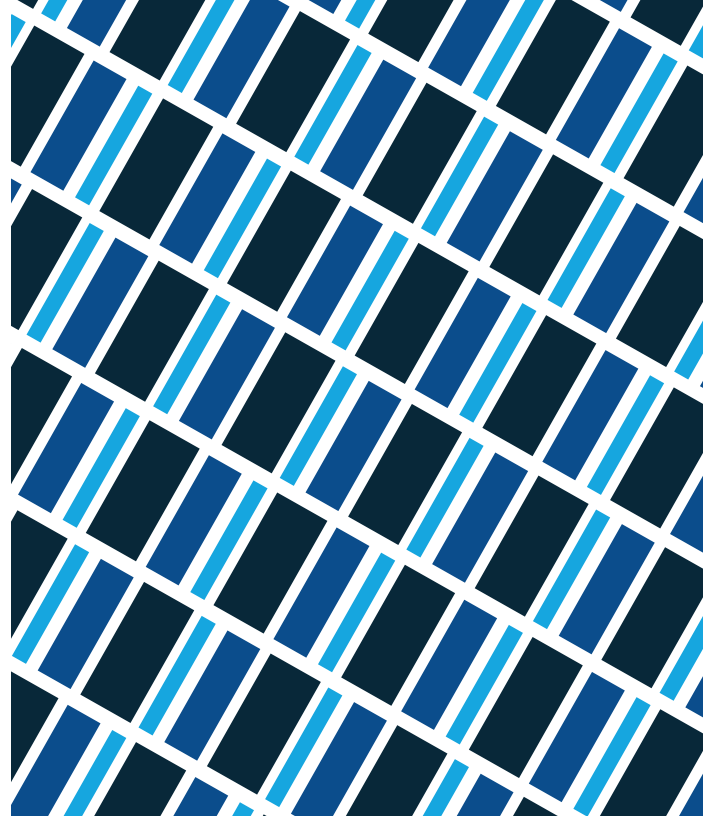
Ride Assist - 855-608-5181

Region 8 - York, Brownfield, Denmark, Fryeburg, Hiram, Porter Lovell, Stoneham, Stow, Sweden cities in Oxford County

Reservations - 877-659-1302

Ride Assist - 877-659-1303

ModivCare manages routine medical transportation for select health care plans. Give us a call! A ModivCare professional will gladly help.



How to Access Routine Transportation

A resource for
MaineCare Members



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Routine NET Transportation

The type of transportation available to you will depend on your location and condition. It may include:

- **Car, Van, Taxi**
- **Wheelchair, Lift-Equipped Vehicle**
- **Public Transportation**
- **Mileage Reimbursement (family and friends)**

The standard transportation is curb-to-curb, and drivers are typically not allowed to enter a member's home or medical facility. However, Modivcare may approve alternative, higher levels of service and assistance (like door-to-door) depending on an individual member's needs.

Please be ready when your transportation arrives. Drivers are required to wait 10 minutes past the scheduled pickup time.

What to expect:

- Protected personal and medical information
- Professional service
- Respectful and courteous drivers
- On-time transportation

If you are experiencing a medical emergency, please call 911.

How to Make a Reservation

Reservations for your appointments can be made as follows:

- By Phone: Monday – Friday from 8:00 a.m. to 5:00 p.m.
- Online at your convenience

To schedule your trip online visit:
www.myModivcare.com

To schedule by phone, please refer to your Region and County Reservation and Ride Assist numbers.

To schedule your ride you need:

- Your Member ID number
- Name and address of the MaineCare provider
- Appointment date and time
- Pickup time and location

Note: All routine trips require two (2) business days notice by phone or online requests.

Reservations for hospital discharges and urgent transports may be made 24 hours a day, seven days a week.

**Hearing-Impaired Members
Call Maine Relay Service 711**

**LANGUAGE ASSISTANCE IS AVAILABLE
ON ALL LINES**

FAQs

Who can arrange my transportation?

You, a relative, member's caregiver, a plan case manager or a medical facility representative can call to arrange transportation.

What if I need a wheelchair or car seat?

You are required to provide your own wheelchair. If a car seat is needed, please let the representative know at the time of your call.

What if my appointment is cancelled or rescheduled?

If your appointment is cancelled or rescheduled, please call Modivcare immediately (or at least two hours before your scheduled pickup time) so we can reschedule or cancel the trip and help avoid an unnecessary trip by the transportation provider.

What do I do if my ride is late? Please call Ride Assist for immediate help.

What if I am unsure of my return time?

You can call Ride Assist to check your scheduled time or activate your "Will Call" pick-up. Your wait time for your "Will Call" pick-up may be up to one hour.

How do I report a concern?

Our expectation is that each trip is completed safely and on time and that all aspects of the service are delivered with compassion and respect. If the quality of service is less than desired, we investigate and respond swiftly. If you have a complaint, please call Modivcare at 1-877-659-1303.

Please call Ride Assist if you have additional questions.