

Florida AHCA Member Handbook

Non-Emergency Medicaid
Transportation (NEMT)

Table of Contents

Introduction	3
NEMT Service	4
NEMT Modes of Service	5
NEMT Beneficiary Level of Assistance	6
Scheduling NEMT Services	7
Required NEMT Reservation Information	8
NEMT Trip Reference Number	8
Cancelling an NEMT Reservation	9
Member Rights, Responsibilities, and Safety	10
Beneficiary Responsibilities	10
Driver Responsibilities	10
NEMT Vehicle Rules	10
Safeguarding Beneficiaries	10
Questions or Complaints	11
WeCare Website	12
Denied Services and Appeal Process	15
Mileage Reimbursement Program	16
NEMT Online Resources	17
Frequently Asked Questions	18

Introduction

Modivcare works with the Florida Agency for Health Care Administration (AHCA). Modivcare helps manage Non-Emergency Medicaid Transportation (NEMT).



NEMT helps Medicaid members get rides to medical appointments that are not emergencies. NEMT is not for emergencies. If there is an emergency or someone is in danger, call 9-1-1 right away.

Modivcare works hard to give good service. We do this by:

- Letting members ask for rides online
- Letting members call for rides using a free phone number
- Taking urgent trip calls 24 hours a day, including nights, weekends, and holidays
- Scheduling routine trips at least 3 business days ahead of time
- Checking Medicaid eligibility
- Making sure the appointment is covered by Medicaid
- Choosing the safest and lowest-cost ride
- Answering questions quickly
- Providing interpreters for phone calls when needed
- Looking into complaints and answering them on time
- Letting members know about delays or changes

NEMT Service



Transportation

Modivcare will choose the best type of ride to get you to and from your Medicaid-covered appointment.



Mileage Reimbursement Program

Mileage Reimbursement Program You may choose to drive yourself or have a family member or friend drive you to your appointment. The driver may get paid back for miles driven. More details are on page 15.



Public Transit

Public Transit If you live within $\frac{1}{4}$ mile of a bus stop, you may ask for bus tickets. Bus tickets are free for you and one helper. Buses can carry wheelchairs. If your bus tickets do not arrive within 7 days, call **(866) 726-1457**.

NEMT Modes of Service



Ambulatory (Taxi)

If you can get in and out of a car by yourself, you may ride in a car, van, or taxi.

Volunteer Driver

Some drivers volunteer to help people in their community. They meet the same rules as paid drivers.

Wheelchair Van

If you cannot get out of your wheelchair, you will ride in a wheelchair van. Your wheelchair will be safely tied down.

Van-Stretcher

If you need to lie down on a stretcher but do not need medical care, you will ride in a van-stretcher vehicle.

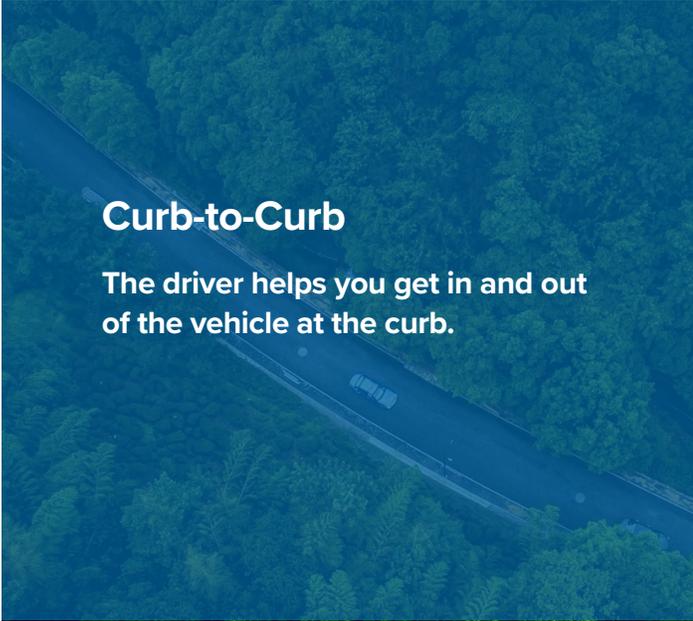
Stretcher (Non-Emergency Ambulance)

If you need medical care while riding on a stretcher, you will ride in an ambulance.

Public Transportation

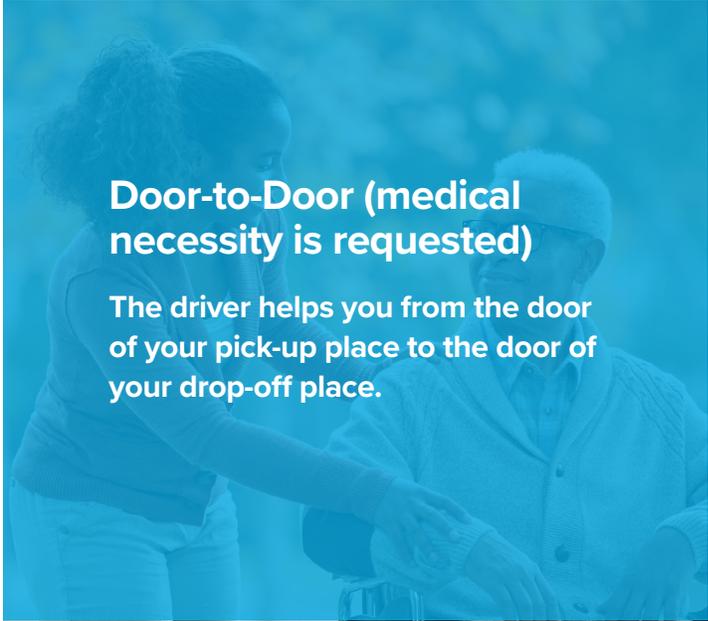
You may use the bus if you live close enough to a bus stop and your appointment location is also close to a stop. You may need proof from your doctor.

NEMT Beneficiary Level of Assistance



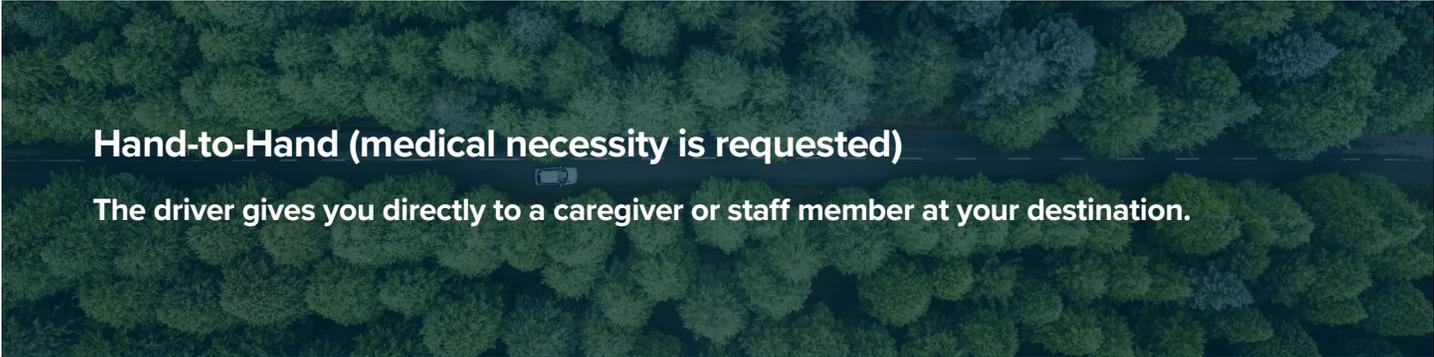
Curb-to-Curb

The driver helps you get in and out of the vehicle at the curb.



Door-to-Door (medical necessity is requested)

The driver helps you from the door of your pick-up place to the door of your drop-off place.



Hand-to-Hand (medical necessity is requested)

The driver gives you directly to a caregiver or staff member at your destination.

Scheduling NEMT Services



Routine Reservation

Routine Reservations You must schedule routine rides at least 3 business days ahead.

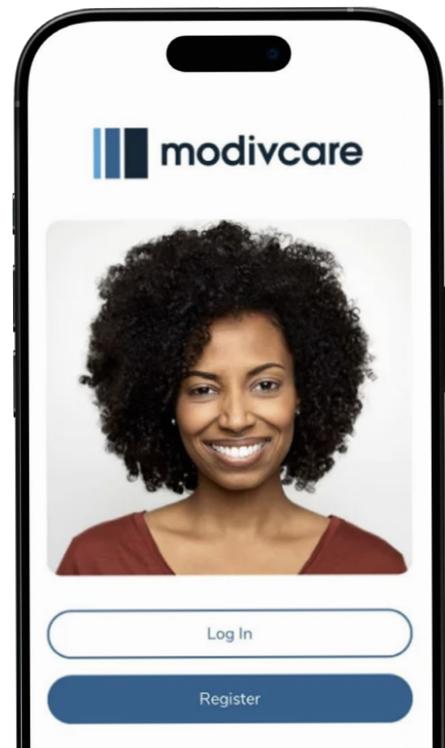
You can schedule a ride by:

- Calling **(866) 726-1457** Monday–Friday, 8:00 AM–5:00 PM
- Using the Modivcare mobile app
- Visiting [modivcare.com](https://www.modivcare.com)

If you need help in another language, translators are available. TTY users can call 711.

Urgent NEMT Reservation

Urgent rides can be scheduled any time by calling **(866) 726-1457**. Same-day rides may take up to 3 hours.



Scan the QR code to get the Modivcare App.

Internet connection is needed.

Required NEMT Reservation Information



When you schedule a ride, have this ready:

- Medicaid ID number
- Date of birth
- Pick-up address and phone number
- Drop-off address and phone number
- Appointment date and time
- Return time
- Doctor or clinic name
- Reason for visit
- Level of help needed
- Special needs
- Car seat needs
- One helper (if needed)

NEMT Trip Reference Number

You will get a trip number after approval. Keep this number.

Cancelling an NEMT Reservation



Please cancel at least 24 hours before your ride. Call **(866) 726-1458** any time. If you do not cancel, it may count as a no-show.

Member Rights, Responsibilities, and Safety



Beneficiary Responsibilities

You must:

- Be ready 15 minutes early
- Be at the main entrance
- Call Modivcare for your return ride
- Bring your own child safety seat
- Take care of your personal items
- Bring only one helper
- Share special needs when scheduling
- Keep your phone number updated

Driver Responsibilities

Drivers must:

- Be polite and professional
- Be on time
- Drive safely
- Follow pick-up and drop-off rules
- Secure wheelchairs correctly
- Call 9-1-1 in emergencies

NEMT Vehicle Rules

While riding:

- Wear a seatbelt
- No smoking, eating, or drinking
- No alcohol or drugs
- No weapons
- Be respectful
- Masks are optional

Safeguarding Beneficiaries

Drivers must pass background checks, drug tests, training, and vehicle inspections. Drivers wear name badges and follow safety rules.

Questions or Complaints



Call Ride Assist at **(866) 726-1458** for ride help. Call **(866) 726-1457** to report a complaint.

Caller must have at least (3) of the pieces of information listed below:

- Trip reference number
- Name
- Date of Birth
- Medicaid ID Number
- Pick Up or Drop Off Location

WeCare Website

You can also visit: <https://www.modivcare.com/contact-us-business/>

Denied Services and Appeal Process



Sometimes Modivcare is not able to set up a ride. When this happens, the ride request is denied.

A ride request may be denied if:

- A member does not give the information needed to see if they qualify for NEMT.
- A member is not eligible for transportation benefits.
- A member does not schedule a routine ride at least 3 business days before the appointment (unless the visit is urgent).
- A member asks for a ride to a service that Medicaid does not cover.

The Appeals Process

If a ride request is denied, the person who asked for the ride will be told right away.

Within 5 business days, a letter will be mailed explaining the denial. The letter will also explain how to appeal the decision.

The member must ask for an appeal within 30 days after receiving the denial letter.

To ask for an appeal, members can call **(866) 726-1457** or write to:

Modivcare
Attention: Grievance & Appeals
7900 Oak Lane, Suite 400
Miami Lakes, FL 33016

You do not have to go through the appeal process before asking for a fair hearing. You may ask for a fair hearing by calling or writing. You can ask for a fair hearing up to 90 days from the date of the denial letter, or up to 90 days after you get the appeal decision.

If you do not agree with the denial, you have the right to ask Modivcare for an appeal. You also have the right to ask the state for a Medicaid fair hearing.

When you ask for an appeal, a different health care professional at Modivcare will review the decision. When you ask for a fair hearing, a hearing officer who works for the state will review the decision.

What to Include When You Ask for an Appeal

When you send a written appeal, be sure to include:

- Your name
- Your member number
- Your Medicaid ID number
- A phone number where we can reach you or your legal representative

If you have it, you may also include:

- Why you think the decision should be changed
- Medical information that supports your request
- The name of anyone helping you with your appeal

Within 5 business days after we receive your appeal, we will send you a letter to let you know we got it, unless you ask for a fast appeal. We will send a decision within 30 days after you ask for an appeal.

How to Ask for a Fast (Expedited) Appeal

You may ask for a fast appeal if you or your doctor believe that waiting 30 days could put your life, health, or ability to function at risk.

To ask for a fast appeal:

- Call or write to us (see contact information above)
- Be sure to say that you are asking for a fast appeal

We may decide that your appeal does not need to be fast. If this happens, we will tell you.

If your appeal is not made fast, we will still review it using the regular timeline. You will get a decision within 48 hours after we receive your appeal request, whether you asked by phone or in writing.

How to Keep Your Services While You Appeal

If you are currently receiving services that are planned to be reduced, paused, or stopped, you have the right to keep getting those services while your appeal or fair hearing is being decided.

If your services continue:

- Nothing will change until a final decision is made
- If the decision supports the denial, you may be asked to pay for the services
- Your Medicaid benefits will not be taken away
- Your family or legal representative will not be asked to pay

How to Ask to Keep Services During a Plan Appeal

To keep your services during a plan appeal, you must:

- File your plan appeal *and*
- Ask to keep your services

You must do this

- No later than 10 days after the denial letter was mailed or
- On or before the date your services are scheduled to change, whichever is later

You may ask for a plan appeal by phone, but you must also send a written request. Be sure to say that you want your services to continue.

How to Ask to Keep Services During a Fair Hearing

- To keep your services during a fair hearing, you must:
- File your fair hearing request and
- Ask to keep your services

You must do this:

- No later than 10 days after the plan appeal decision notice or
- On or before the date your services are scheduled to change, whichever is later

Send your request to the Agency for Health Care Administration.

What to Do If You Disagree With the Plan Appeal Decision

You will receive a notice with the result of your plan appeal. If you still do not agree, or if you do not receive the notice on time, you may ask for a fair hearing.

How to Ask for a Fair Hearing

When you ask for a Medicaid fair hearing, a hearing officer who works for the state will review the decision.

You may ask for a fair hearing up to 120 days after you receive the plan appeal decision. You must finish the plan appeal first.

Send your request to:

Agency for Health Care Administration
Medicaid Hearing Unit
P.O. Box 60127
Ft. Myers, FL 33906

- Phone: **(877) 254-1055** (toll-free)
- Fax: (239) 338-2642
- Email: MedicaidHearingUnit@ahca.myflorida.com

After the Agency receives your fair hearing request, they will send you a letter to confirm it.

If you have questions, call **(866) 726-1457**.

To talk to an interpreter, call **(866) 288-3133**.

Mileage Reimbursement Program



You may get paid back for miles if you or someone you know drives you.

Steps include:

- Call **(866) 726-1457** before the appointment (at least 3 business days before)
- Provide driver details
- Complete a mileage form (you can use a paper form or the Modivcare App)
- Get provider signature
- Submit by app, email, mail, fax, or at <https://Member.Modivcare.com>

Payments are mailed within 4 weeks.

If you are using the paper form instead of the Modivcare App the completed form must be emailed, mailed, or faxed to the Modivcare claims department. Payments are mailed within 4 weeks.

- Email the completed form to support.claims@modivcare.com
- Mail the completed form to

Modivcare Solutions, LLC
Attn: Claims Department
798 Park Ave NW
Norton, VA 24273

- Fax the completed form to **1-(866)-528-0462**

For more information about our mileage reimbursement program, please contact our Ride Assist Line at **(866) 726-1458**.

NEMT Online Resources

Modivcare App

Modivcare's app lets members book and track their trips from their phone. Members can download from Google Play or iTunes.

The Modivcare app

- Easy to use.
- Helps with booking trips.
- Shows you the trip number.
- Lets you look at your trips.
- Lets you talk to Modivcare.



Member Services Website

The member services website lets members book trips, ask a question or file a complaint. Visit the website at <https://member.logisticare.com/en/login>.

- Easy to use.
- Book trips.
- Ask questions.
- See forms and documents
- File a complaint.

Call **(866) 726-1458** for help.

Frequently Asked Questions

If I am enrolled in a Medicaid Managed Care Organization (MCO), do I have transportation benefits?

You may be able to get transportation through your MCO plan. Some information in this handbook may not apply to MCO transportation. Please check your MCO handbook or contact your MCO plan to learn about your transportation benefits.

What if I need to go to the pharmacy after my medical appointment?

If you usually go to the pharmacy after your appointment, ask for the pharmacy stop when you schedule your ride.

If you find out during your appointment that you need to go to the pharmacy, call Modivcare right away at **(866) 726-1457**. Ask to add a pharmacy stop to your return trip. Be ready to give the pharmacy's name and address.

What if there is an emergency and a ride is needed right away?

Modivcare does not arrange emergency ambulance rides. If there is an emergency, call 9-1-1.

How many people can ride with the member?

The member may bring one (1) person on the trip.

What should I do if my appointment is canceled or I decide not to go?

Call Modivcare right away to cancel your ride. Call Ride Assist at **(866) 726-1458**.

If you do not cancel early enough, the transportation provider may file a "Rider No-Show" complaint.

What should I do if my ride does not arrive?

A ride is considered late if it has not arrived **15 minutes** after the scheduled pick-up time.

Call Ride Assist at **(866) 726-1458** and report a "Provider Late" complaint.

What if I don't know when my appointment will end?

Your return ride can be set up as a "Will Call."

When your appointment is over, you or someone at the medical office should call Ride Assist at **(866) 726-1458** to ask for a ride home. The driver may take up to 60 minutes to arrive.

Is there a phone number for people who are deaf or hard of hearing?

Yes. Call the TTY line at **(866) 288-3133**.

Can I ask for a specific transportation provider?

You may ask for a preferred provider, and Modivcare will note the request. However, Modivcare may use a different provider if needed to meet your transportation needs.

Who can schedule transportation?

Transportation can be scheduled by you, someone helping you (such as a family member, friend, or case manager), or your health care provider.

What are the rules for minors traveling alone?

Children **16 years old and younger** must ride with an escort. The escort must be **18 years or older**, or a consent form must be on file.

What is an escort?

An escort is a family member, friend, or staff member who rides with the member and stays with them for the whole trip.

Modivcare does not provide escorts. There is no cost for an escort to ride along. Please let Modivcare know when scheduling the ride if an escort will be coming.

Who do I call if I did not receive my bus tickets?

Call Ride Assist at **(866) 726-1458**.
