

## MaineCare Member Rider No Show

Notice Sent: <<Date>> Rider No Show Policy

### The Rider No Show Policy applies to:

- Riders who refuse transportation at the scheduled pickup location.
- Riders who are not ready at the scheduled pick-up time without notifying Modivcare, causing the Driver to leave to ensure timeliness of other Riders.
- Riders who cancel scheduled transportation less than 24 hours before the scheduled pick-up time may be declared a Rider No Show.

### First No-Show

Modivcare staff shall provide a written communication notifying the Member that they have incurred a Rider No Show. This occurrence will begin the sixty 60-day period for additional occurrences to be considered. Included will be notice of eligibility, an explanation of the Mileage Reimbursement or Mass Transit Program, and the process to appeal the determination.

### Second No-Show

When a second Rider No-Show occurs within sixty (60) days from the first Rider No Show, the Member/Legal Guardian will receive a second letter of communication informing that another occurrence has happened. and that a letter can be expected. If the Member participates in a program that involves reoccurring trips, Modivcare staff will contact the treating facility and advise them of the two occurrences and the Member's potential loss of arranged transportation.

### Third No-Show

If a third Rider No-Show occurs within sixty (60) days of the first Rider No-Show, the Member will be eligible for participation in the Self-Drive Reimbursement or Mass Transit options only. This will be effective immediately for a period of 90 days. Modivcare staff will call all provided contact numbers to inform the Member/Legal Guardian that they have incurred a final Rider No Show, and that all previously scheduled requests for transport will be changed to their choice of Self-Drive Reimbursement or Mass Transit. The Member/Legal Guardian shall receive a third letter documenting the final occurrence.

Included will be notice of eligibility, an explanation of the Mileage Reimbursement or Mass Transit Program, and the process to appeal the determination.

### Member Contact

If we are not able to contact the Member/Legal Guardian via phone and we do not receive a response from the written communication, Modivcare Staff may reach out to Facility staff to advise or collect updated contact info. Each attempt to contact a member will be documented. Member/Legal Guardian who have not updated their correct contact information and are not reachable, will not be excused from the Rider No-Show Policy.

If you have any questions on the information contained in this form, please call **1-866-356-8101**

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### NOTICE OF MEMBER RIGHTS TO APPEAL

#### **Modivcare appeal process:**

You are allowed 60 days to appeal this decision in writing. Failure to appeal within 60 days waives your right to further appeal. Upon receipt of a timely appeal, Modivcare has 30 days to complete the appeals process. You must contact Modivcare, Appeals and Denial Department within sixty (60) days of the date of this letter if you want the denial of your request for non-emergency transportation services to be reviewed.

In your letter of appeal, please include your Medicaid number, the confirmation number, and the date of service so that Modivcare can process your appeal as quickly as possible.

#### **Please send letter of appeal to:**

Modivcare/Appeals Department  
400 Southborough Drive  
Suite 101  
South Portland, ME 04106

#### **MaineCare Hearings Coordinator appeal process:**

If you are not satisfied with the Modivcare decision, you have the right to a Maine Department of Health and Human Services (DHHS) Fair Hearing. Please follow the process below to request a fair hearing:

1. You or someone authorized by you must request a fair hearing. The request must be made by phone or in writing. Call the Maine Department of Health and Human Services Office of MaineCare Services at (800) 977-6740, TTY 711 or send a letter to MaineCare member services, P.O. Box 709, Augusta, ME 04332.
2. Your request must be received within sixty (60) days of the date of this letter.
3. You may be represented by legal counsel. Pine Tree Legal or Legal Services for the Elderly may be able to help you. You may also choose someone to represent you. This includes a relative or friend.
4. You have the right to review your case file and all documents to be used by the State at the hearing. You also have the right to call witnesses, establish the facts of the case, and question adverse witnesses.
5. The decision is based on the evidence presented at the hearing. It lists the facts of the case and identifies relevant regulations and supportive evidence. The decision is made within thirty (30) days of the request for the hearing.
6. The Departments decision will be binding.