SC Region 1: 1-866-910-7688

Abbeville, Anderson, Cherokee, Edgefield, Greenville, Greenwood, Laurens, McCormick, Oconee Pickens, Saluda, Spartanburg

SC Region 2: 1-866-445-6860

Aiken, Allendale, Bamberg, Barnwell, Calhoun, Chester, Clarendon, Fairfield, Kershaw, Lancaster, Lee, Lexington, Newberry, Orangeburg, Richland, Sumter, Union, York

SC Region 3: 1-866-445-9954

Beaufort, Berkeley, Charleston, Chesterfield, Colleton, Darlington, Dillon, Dorchester, Florence, Georgetown, Hampton, Horry, Jasper, Marion, Marlboro, Williamsburg

Modivcare is leading the transformation to better connect people with care, wherever they are.

We serve the most underserved by facilitating non-emergency medical transportation to enable greater access to care, reduce costs and improve health outcomes.

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How to Access Routine Transportation

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Healthy Connections

A Resource for South Carolina Healthy Connections Members

Routine Transportation

Modivcare is contracted with South Carolina Healthy Connections to arrange nonemergency medical transportation for Medicaid members.

Modivcare maintains a Facility Department dedicated to handling the transportation needs of nursing homes, hospitals, dialysis, mental health and substance abuse clinics.

Rides must be for doctor visits, dialysis, xrays, laboratory work, pharmacy, or other medical needs.

Members must call to reserve a ride at least 3 business days before the scheduled appointment. Urgent trips or hospital discharges may be accepted with less than 3 days notice.

The following information is needed when booking a ride:

- **Healthy Connections Medicaid ID #**
- **Name and address of medical provider**
- **Appointment day and time**
- **Pickup time and location**

For help with an existing reservation, call Ride Assist. You may also access trip information or book transportation using our online Facilities Portal: **www.MyModivcare.com**

If you or a member should have an issue, question or complaint please contact Modivcare.

Make a reservation
1-866-420-6231

Facility Reservation Number

Ride Assist

Region 1: 866-910-7689

Region 2: 866-445-9962

Region 3 : 866-445-9964

Call this number if transportation is arriving 15 minutes past the schedules pickup time or to schedule a ride from a facility.

Hearing Impaired
TTY 1-866-288-3133

For medical emergencies please call 911. All telephone numbes are toll free.

Make reservations Monday – Friday, 8:00am to 5:00pm local time.

Please call at least 3 business days in advance to make a reservation, but not more than 30 days before appointment.

Please have the following available when making your reservation:

- Your Member ID number
- Name & address of medical providers
- Appointment day and time

FAQs

What are standing orders? Standing orders are appointments recurring at least 3 times a week for a period of 12 or more weeks.

Does Modivcare manage or assist with hospital discharges? Yes. All reservations for discharge transportation must be made by a representative of the facility. Reservations for a discharge will not be taken direct from the recipient. Reservations can be made up to 3 days in advance (e.g. Friday for a Monday discharge). For an advance discharge, a pickup time must be specified. For a same day discharge, reservations must be made at least 3 hours ahead. In the event that the discharge is delayed or cancelled, please notify Modivcare immediately.

What if the facility has multiple trips to schedule for different members? The facility may fill out individual trip order forms for each member on trips within 30 days. Fax to your region representative below: **Region 1 – 1-866 420-6253
Region 2 – 1-877-272-3939
Region 3 – 1-877-272-3990
SC Nursing Homes: 1-877-272-3486**

What if transportation is delayed or the recipient is late for the scheduled pickup time? Call the Call the Ride Assist number by Region.

What if the recipient needs to cancel a trip? Please notify Modivcare that the recipient will need to cancel at least 24 hours in advance.