

Understanding Your Transportation Benefits



Covered Services:

- Ride to routine medical, dental, vision and behavioral health appointments
- Mileage reimbursement (members cannot be the drivers)
- Urgent same day trips
- Hospital discharges
- Ride to a provider who is 120 miles or farther away from where you live (only with a Medical Need Form (MNF) or prior health plan approval)

Not Covered:

- Ride to a pharmacy to get or drop off prescriptions
- Ride to a medical supply store to get medical supplies or durable medical equipment
- Ride for non-medical needs
- Ride to a provider who is 120 miles or farther away from where you live

Contact Us

Contact Modivcare at 1-855-774-7737 for reservations at least 3 working days before appointment, Monday through Friday, 8 a.m. to 5 p.m. | Saturdays, Sundays, and holidays are not working days.

Call Modivcare Ride Assist at 1-866-418-9829 to be picked up after seeing your provider or after being discharged from a hospital, or if your ride is late.

For questions about your reimbursement claims call Modivcare claims at 1-800-930-9060. If you are speech or hearing-impaired, call 1-866-288-3133 for TTY service.

Such services are funded in part with the State of New Mexico.

Presbyterian complies with civil rights laws and does not discriminate on the basis of protected status including but not limited to race, color, national origin, age, disability, or sexual orientation or gender expression. Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-592-7737 (TTY: 711) or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855-592-7737 (TTY: 711) o hable con su proveedor.

SHOOH: Diné bee yánłti'gogo, saad bee aná'awo' bee áka'anída'awo'ít'áá jiik'eh ná hóló. Bee ahıł hane'go bee nida'anishı́ t'áá ákodaat'éhígı́ı́ dóó bee áka'anída'wo'ı́ áko bee baa hane'ı́ bee hadadilyaa bich'ı́' ahoot'ı́'ı́gı́ı́ éı́ t'áá jiik'eh hóló. Kohjı́' 1-855-592-7737 (TTY:711) hodı́ılneh doodago nika'análwo'ı́ bich'ı́' hanidziı́h.

For more information, visit <https://www.phs.org/nondiscrimination>.