



Modivcare manages routine medical transportation for select health care plans. Give us a call! A Modivcare professional will be glad to help.



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How to Access Non-Emergency Medical Transportation (NEMT) using Modivcare

**A Resource for Trillium
Health Resources Members**

Transforming Lives.
Building Community Well-Being.



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www.modivcare.com

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NEMT Transportation

Modivcare is contracted with Trillium Health Resources to arrange non-emergency medical transportation (NEMT) for you. The allowable benefits may vary by treatment type and may include:

- **Public Transportation (vans or buses)**
- **Ambulances (air and ground, including non-emergency)**
- **Wheelchair Lift-equipped Vehicles**
- **Taxis**

How it Works

To get started, please review the information in this brochure and call your reservation number to schedule transportation.

There is no additional cost for this service, and there are no trip limits, but trips over 75 miles one-way must be preapproved.

Transportation can be to any covered treatment type within the state of North Carolina. Travel outside the state is allowed but requires prior authorization and approval by Trillium Health Plan if over 75 miles.

Drivers are only required to wait 5 minutes past the scheduled initial home pick up time, and 5 minutes past scheduled return pick up time, so please be ready when your transportation arrives.

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

Call Member Reservations to Book your Ride

1-877-685-2415

Reservation Hours

Monday – Saturday

7:00 a.m. to 6:00 p.m. local time.

Transportation requests should be made at least two business days in advance of your appointment, but no more than 30 days prior to your appointment.

Please have the following information at hand when making a reservation:

- **Your Health Plan member ID #**
- **Name, address, and phone number of the facility or provider you are going to**
- **Appointment day and time**

Ride Assist Help Line

1-877-685-2415

Use this number to activate a “Will Call” pick-up, or if your transportation is late for a scheduled pick up. You can use this number if you need to make a change or cancel a previously scheduled reservation.

Hearing-Impaired Members

TTY 1-866-288-3133

Members can book a trip by phone or online. For more information visit

www.MyModivcare.com

All telephone numbers are toll free and language assistance is available on all lines.

Frequently Asked Questions

Who can call to arrange your transportation? A member, a relative, caregiver or medical facility staff member.

Wheelchairs? These items must be supplied by the member.

Is there a mileage limit? Yes. The maximum one way mileage depends on your plan benefit.

Where can I go? Transportation can be to any facility or destination covered or approved by the member’s health plan.

What if my appointment is cancelled or rescheduled? Please call Modivcare as soon as possible about your trip change, ideally at least one day before your scheduled pick up time.

What if I have a complaint? Please contact Modivcare through your **Ride Assist Help Line at 1-877-685-2415** Hearing-impaired members please call: TTY 1-866-288-3133.

What if I’m unsure of the time of my return trip? If you are not sure when you will be finished with your appointment, please call the **Ride Assist Help Line at 1-877-685-2415** to make arrangements following your scheduled appointment. Transportation will generally arrive within an hour.

For any other questions, please call the Ride Assist Help Line.

Please note: Any conduct which jeopardizes the safety of other passengers and/or the driver will result in suspension of transportation for 30 days.