



Access to NEMT Routine Transportation is a benefit of your health plan and is designed to help you get to your:

- medical and dental appointments,
- pharmacy to pick up medication
- and, ongoing care such as dialysis.

Modivcare manages Routine Transportation for HealthTexas Primary Care Doctors and their Medicare Advantage patients. When you call to schedule a ride, you will be speaking with a Modivcare professional who will be able to assist you.



www.Modivcare.com

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Non-Emergency
Medical Transportation
(NEMT) for Medicare
Advantage Members



NEMT Routine Transportation

Modivcare Transportation is available to you as a HealthTexas Medicare Advantage patient. This is a free service as part of your current health plan as a HealthTexas patient.

Depending on your location and condition, transportation may be provided by:

- **Car, van, taxi**
- **Rideshare service (such as Lyft or Uber)**
- **Wheelchair lift-equipped vehicle**

There is a limit to the number of trips a member can take annually. A trip is considered one way; a round trip is two trips. Contact Customer Service at the number on the back of your ID card to determine how many trips are included in your plan.

This is a curb-to-curb service. Drivers are not allowed to enter a member's home or medical facility.

Rideshare service drivers (such as LYFT or UBER) will only wait 5 minutes from the time of arrival at your pickup location. Other drivers are only required to wait 10 minutes past the scheduled pick up time. All drivers will attempt to notify you of their arrival by phone and/or text message.

What to Expect from Modivcare

- On-time transportation
- Professional service
- Courteous drivers
- Protected personal and medical information

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

To Make a Reservation

**Monday - Friday, 8:00 AM to 5:00 PM
1-866-435-9357**

1. Call at least 3 business days in advance, but not more than 2 weeks before your scheduled appointment
2. Have the following information available:
 - Your Member ID #
 - Name and address of medical provider

Ride Assist Help Line

Call Your Transportation Help Line
1-866-435-9358

Use this number to call if your transportation is late in arriving or to schedule a ride from a facility.

Hearing-Impaired Members

Call TTY 1-866-288-3133

All telephone numbers are toll free.

Online Reservations

You can book a trip by phone or online.

To book online visit:

www.MyModivcare.com

**LANGUAGE ASSISTANCE IS AVAILABLE
ON ALL LINES**

Frequently Asked Questions

Who can call to schedule transportation? You, a relative, caregiver or medical facility staff member.

Do you supply wheelchairs? No, you must bring your own wheelchair.

Is there a mileage limit? Yes, each one-way trip cannot exceed 50 miles.

Where can I go? Transportation is only for medical facilities or destinations covered or approved by your health plan.

What if my appointment is canceled or rescheduled? Please call us immediately at **1-866-435-9357** and let us know the change in your schedule, ideally at least one day before your scheduled pick up time. Your courtesy allows us to better serve other members.

What if I have a complaint? Please contact Modivcare through your Ride Assist Help Line Number **1-866-435-9358**. For hearing impaired members, please call **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 **1-866-435-9358** to make arrangements following your appointment.

Hearing impaired members, please call 1-866-288-3133. Please have the address where you need to be picked up available. Transportation will arrive within an hour.

Please call Ride Assist if you have additional questions.