



IAMHP

ILLINOIS ASSOCIATION OF
MEDICAID HEALTH PLANS

MCO Transportation Toolkit

Transportation Toolkit

Providing transportation services to the most vulnerable Medicaid members remains a top priority for IAMHP and its member health plans.

All Medicaid managed care members receive non-emergency transportation as a part of their covered benefits. The Transportation Toolkit serves as a guide on how to schedule non-emergency transportation to medical appointments with each Medicaid health plan and on which extra transportation benefits may be covered under the Illinois Medicaid managed care program.

If a Medicaid member needs non-emergency ambulance services, contact First Transit at (877) 725-0569. First Transit will provide a list of transportation companies to call for help getting to medical appointments. All other available modes of non-emergency transportation are covered by Medicaid health plans.

	Transportation Information
Aetna Better Health of Illinois	<p>MCO Phone Number for Medicaid Members to Schedule Transportation:</p> <ul style="list-style-type: none">• Medicaid and DCFS Youth – 1-866-913-1265• Special Needs Children – 1-866-913-5796• MLTSS – 1-866-913-1441 <p>Website or Portal to Schedule Transportation:</p> <ul style="list-style-type: none">• Member login link to schedule and manage trips: ModivCare Home• Facility login link to schedule and manage member trips: Login - TripCare (modivcare.com) <p>Additional Transportation Benefits That May Be Covered (Outside of Doctors' Visits):</p> <ul style="list-style-type: none">• Pharmacy trips• Nutritional services• Diabetes supplies and education• Aetna-sponsored events <p>Scheduling Policies:</p> <ul style="list-style-type: none">• A member must provide a 48-hour notice to schedule transportation to a routine medical appointment or set up a standing order.• All Medicaid plans allow you to bring family or a caregiver. Be sure to discuss specific needs when setting up transportation.



IAMHP is a member organization representing all Medicaid Health Plans. Together we are committed to improving the quality of healthcare for all Illinois residents.

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Aetna MMAI	<p>MCO Phone Number for Medicaid Members to Schedule Transportation:</p> <ul style="list-style-type: none">• Contact MTM to schedule transportation at 888-513-1612• Members may also be routed to MTM through member services at 866-600-2139. <p>Website or Portal to Schedule Transportation:</p> <ul style="list-style-type: none">• https://memberportal.net/?planCode=ABD <p>Additional Transportation Benefits That May Be Covered (Outside of Doctors' Visits):</p> <ul style="list-style-type: none">• Mileage reimbursement may be available (must be requested within 7 days after the date of service).• Rides to any covered appointment, including dental, vision, and behavioral health.• Rides to a pharmacy immediately following a doctor's appointment. <p>Scheduling Policies:</p> <ul style="list-style-type: none">• Please call to schedule transportation at least 3 days prior to the appointment.• All Medicaid plans allow you to bring family or a caregiver. Be sure to discuss specific needs when setting up transportation.
Blue Cross and Blue Shield of Illinois	<p>MCO Phone Number for Medicaid Members to Schedule Transportation:</p> <ul style="list-style-type: none">• Reservation Line 1 (877) 831-3148• Call (877) 831-3148 or download the ModivCare App to get real-time driver location. <p>Website or Portal to Schedule Transportation:</p> <ul style="list-style-type: none">• To schedule/manage trips on the ModivCare App, search "ModivCare" in your app store. <p>Additional Transportation Benefits That May Be Covered (Outside of Doctors' Visits):</p> <ul style="list-style-type: none">• Trips to Pharmacy• Trips to BCBS events such as Back to School and Vaccination events• Trips to BCBS Blue Door Neighborhood Center• Mass Transit• Mileage Reimbursement

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Blue Cross and Blue Shield of Illinois (cont'd)	<p>Scheduling Policies:</p> <ul style="list-style-type: none"> • Routine Trips: Three business days. Includes the day of the call but not the day of the appointment. • Urgent Trips/hospital discharges: For trips needed urgently when 3-day notice cannot be provided please call the Reservation Line to request an urgent transport and we will work to locate urgent transport • Reservations can be made up to 60 days in advance. • All Medicaid plans allow you to bring family or a caregiver. Be sure to discuss specific needs when setting up transportation.
CountyCare	<p>MCO Phone Number for Medicaid Members to Schedule Transportation:</p> <ul style="list-style-type: none"> • 312-864-8200 <p>Website or Portal to Schedule Transportation:</p> <ul style="list-style-type: none"> • N/A <p>Additional Transportation Benefits That May Be Covered (Outside of Doctors' Visits):</p> <ul style="list-style-type: none"> • Discharges • Dental/vision services • Family planning services and supplies • Inpatient and outpatient hospital services • Subacute alcoholism and substance use services • Licensed clinical psychologist services, licensed clinical social worker services, and mental health services • Medical supplies and equipment • Physical, occupational, and speech therapy • Free bus passed to doctors' visits (Call Member Services 2 weeks in advance) • Women, Infants, and Children (WIC) clinics <p>Scheduling Policies:</p> <ul style="list-style-type: none"> • A member must provide a 72-hour notice to schedule transportation. • All Medicaid plans allow you to bring family or a caregiver. Be sure to discuss specific needs when setting up transportation.

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Humana	<p>MCO Phone Number for Medicaid Members to Schedule Transportation:</p> <ul style="list-style-type: none">• 1-855-253-6867 (TTY: 711) Monday – Friday 8 a.m. – 8 p.m. <p>Additional Transportation Benefits That May Be Covered (Outside of Doctors’ Visits):</p> <ul style="list-style-type: none">• Nursing home care• Pharmacy trips <p>Scheduling Policies:</p> <ul style="list-style-type: none">• Transportation should be scheduled no later than 2 business days before an appointment.• All Medicaid plans allow you to bring family or a caregiver. Be sure to discuss specific needs for your ride when setting up transportation.
Meridian	<p>MCO Phone Number for Medicaid Members to Schedule Transportation:</p> <ul style="list-style-type: none">• 1-866-796-1165 <p>• MTM Vendor Call Center is open 8am-6:00pm CST. • An automated system is available 24/7.</p> <p>Website or Portal to Schedule Transportation:</p> <ul style="list-style-type: none">• N/A <p>Additional Transportation Benefits That May Be Covered (Outside of Doctors’ Visits): Non-emergency transportation is provided to Meridian members. MTM will provide non-emergency transportation to members for anything that Meridian covers, including:</p> <ul style="list-style-type: none">• Chronic and ongoing treatment• DME providers• Prescriptions• Substance abuse• Medical and behavioral care• Women and children’s office (WIC) <p>Scheduling Policies:</p> <ul style="list-style-type: none">• Members who are scheduling a reservation for routine appointments may call up to 30 days in advance to schedule the trip

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Meridian (cont'd)	<p>Scheduling Policies:</p> <ul style="list-style-type: none"> When scheduling routine transportation, there are three methods members can choose from: <ul style="list-style-type: none"> Routine Sedan Ride or Bus Ticket: 72-hour notice required (based on time of appointment) Routine Gas Reimbursement: can be requested up to the date of the trip Gas Reimbursement for Trips to the ER can be requested up to 7 days after the date of service Urgent Trips/Hospital Discharges can be handled same day by contacting MTM. If member is requesting transportation in a cab when they are located on a bus route, the transportation vendor will submit a Level of Needs (LON) form to the member's provider to fill out and return to the transportation provider. A trip that requires a member to be transported by stretcher and/or ambulance must be coordinated by a provider. All Medicaid plans allow you to bring family or a caregiver. Be sure to discuss specific needs when setting up transportation.
Molina Healthcare	<p>MCO Phone Number for Medicaid Members to Schedule Transportation:</p> <ul style="list-style-type: none"> HealthChoice: 1-844-644-6354 MMAI: 1-844-644-6353 <p>Website or Portal to Schedule Transportation:</p> <ul style="list-style-type: none"> Molina has a Member App to schedule/managed trips: https://idp-ua.mtmlink.net/Account/Login <p>Additional Transportation Benefits That May Be Covered (Outside of Doctors' Visits):</p> <ul style="list-style-type: none"> Pharmacy Trips Molina Community Events NICU Parent Transportation (transportation for parents with infants still in the hospital) <p>Scheduling Policies:</p> <ul style="list-style-type: none"> Trips must be scheduled 72 hours in advance. Gas reimbursement may be available. Check out www.mtm-inc.net/mileage-reimbursement for more information. All Medicaid plans allow you to bring family or a caregiver. Be sure to discuss specific needs when setting up transportation.