



**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. The Transportation Toolkit serves as a guide on how to schedule transportation with each Medicaid health plan and on which extra transportation benefits may be covered under the Illinois Medicaid program.

	Transportation Information
<b>Aetna Better Health</b>	<p><b>MCO Phone Number for Medicaid Members to Schedule Transportation:</b></p> <ul style="list-style-type: none"><li>• Medicaid and DCFS Youth – 1-866-913-1265</li><li>• Special Needs Children – 1-866-913-5796</li><li>• MLTSS – 1-866-913-1441</li></ul> <p><b>Website or Portal to Schedule Transportation:</b></p> <ul style="list-style-type: none"><li>• Member login link to schedule and manage trips: <a href="#">ModivCare   Home</a></li><li>• Facility login link to schedule and manage member trips: <a href="#">Login - TripCare (modivcare.com)</a></li></ul> <p><b>Additional Transportation Benefits That May Be Covered (Outside of Doctors' Visits):</b></p> <p><b>Pharmacy trips</b></p> <ul style="list-style-type: none"><li>• Nutritional services</li><li>• Diabetes supplies and education</li><li>• Aetna-sponsored events</li></ul> <p><b>Scheduling Policies:</b></p> <ul style="list-style-type: none"><li>• A member must provide a 48-hour notice to schedule transportation to a routine medical appointment or set up a standing order.</li></ul>
<b>BlueCross BlueShield</b>	<p><b>MCO Phone Number for Medicaid Members to Schedule Transportation:</b></p> <ul style="list-style-type: none"><li>• Reservation Line 1 (877) 831-3148</li><li>• Where's My Ride (to report any delays or request assistance with scheduled trips) 1 (877) 831-3149</li></ul> <p><b>Website or Portal to Schedule Transportation:</b></p> <ul style="list-style-type: none"><li>• <a href="https://member.modivcare.com/en/login">https://member.modivcare.com/en/login</a></li></ul>



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

# Transportation Toolkit

	Transportation Information
BlueCross BlueShield	<p><b>Additional Transportation Benefits That May Be Covered (Outside of Doctors' Visits):</b></p> <ul style="list-style-type: none"> <li>• Trips to Pharmacy</li> <li>• Trips to BCBS events such as Back to School and Vaccination events</li> <li>• Trips to BCBS Blue Door Neighborhood Centers</li> <li>• Mass Transit</li> <li>• Mileage Reimbursement</li> </ul> <p><b>Scheduling Policies:</b></p> <ul style="list-style-type: none"> <li>• Routine Trips: Three business days. Includes the day of the call but not the day of the appointment.</li> <li>• 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</li> <li>• Reservations can be made up to 60 days in advance.</li> </ul>
CountyCare	<p><b>MCO Phone Number for Medicaid Members to Schedule Transportation:</b></p> <ul style="list-style-type: none"> <li>• 630-403-3210</li> </ul> <p><b>Website or Portal to Schedule Transportation:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Additional Transportation Benefits That May Be Covered (Outside of Doctors' Visits):</b></p> <ul style="list-style-type: none"> <li>• Discharges</li> <li>• Dental/vision services</li> <li>• Family planning services and supplies</li> <li>• Inpatient and outpatient hospital services</li> <li>• Subacute alcoholism and substance use services</li> <li>• Licensed clinical psychologist services, licensed clinical social worker services, and mental health services</li> <li>• Medical supplies, equipment, prostheses and orthoses, and respiratory equipment and supplies</li> <li>• Physical, occupational, and speech therapy</li> </ul> <p><b>Scheduling Policies:</b></p> <ul style="list-style-type: none"> <li>• A member must provide a 72-hour notice to schedule transportation.</li> </ul>

# Transportation Toolkit

	Transportation Information
Humana	<p><b>MCO Phone Number for Medicaid Members to Schedule Transportation:</b></p> <ul style="list-style-type: none"> <li>1-855-253-6867 (TTY: 711) Monday – Friday 8 a.m. – 8 p.m.</li> </ul> <p><b>Website or Portal to Schedule Transportation:</b></p> <ul style="list-style-type: none"> <li>MTM: <a href="https://www.mtm-inc.net">https://www.mtm-inc.net</a></li> </ul> <p><b>Additional Transportation Benefits That May Be Covered (Outside of Doctors’ Visits):</b></p> <ul style="list-style-type: none"> <li>Nursing home care</li> <li>Pharmacy trips</li> </ul> <p><b>Scheduling Policies:</b></p> <ul style="list-style-type: none"> <li>Transportation should be scheduled no later than 2 business days before an appointment.</li> </ul>
Meridian	<p><b>MCO Phone Number for Medicaid Members to Schedule Transportation:</b></p> <ul style="list-style-type: none"> <li>1-866-796-1165</li> </ul> <ul style="list-style-type: none"> <li>MTM Vendor Call Center is open 8am-6:00pm CST.</li> <li>An automated system is available 24/7.</li> </ul> <p><b>Website or Portal to Schedule Transportation:</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul> <p><b>Additional Transportation Benefits That May Be Covered (Outside of Doctors’ Visits):</b>            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"> <li>Chronic and ongoing treatment</li> <li>DME providers</li> <li>Prescriptions</li> <li>Substance abuse</li> <li>Medical and behavioral care</li> <li>Women and children’s office (WIC)</li> </ul>

# Transportation Toolkit

	Transportation Information
<b>Meridian Health</b>	<p><b>Scheduling Policies:</b></p> <ul style="list-style-type: none"> <li>Members who are scheduling a reservation for routine appointments may call up to 30 days in advance to schedule the trip</li> <li>When scheduling routine transportation there are three methods members can choose from: sedan ride, gas reimbursement or bus ticket. Routine Sedan Ride or Bus Ticket: 72-hour notice required (based on time of appointment)               <ul style="list-style-type: none"> <li>Routine Gas Reimbursement: can be requested up to the date of the trip</li> <li>Gas Reimbursement for Trips to the ER can be requested up to 7 days after the date of service</li> <li>Urgent Trips/Hospital Discharges can be handled same day</li> </ul> </li> <li>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.</li> <li>A trip that requires a member to be transported by stretcher and/or ambulance must be coordinated by a provider.</li> <li>Members who need ride assistance for urgent/same day appointments or hospital discharges can contact MTM.</li> </ul>
<b>Molina Healthcare</b>	<p><b>MCO Phone Number for Medicaid Members to Schedule Transportation:</b></p> <ul style="list-style-type: none"> <li>HealthChoice: 1-844-644-6354</li> <li>MMAI: 1-844-644-6353</li> </ul> <p><b>Website or Portal to Schedule Transportation:</b></p> <ul style="list-style-type: none"> <li>Molina has a Member App to schedule/managed trips. <a href="https://idp-ua.mtmlink.net/Account/Login">https://idp-ua.mtmlink.net/Account/Login</a></li> </ul> <p><b>Additional Transportation Benefits That May Be Covered (Outside of Doctors' Visits):</b></p> <ul style="list-style-type: none"> <li>Pharmacy Trips</li> <li>Molina Community Events</li> <li>NICU Parent Transportation (transportation for parents with infants still in the hospital)</li> </ul> <p><b>Scheduling Policies:</b></p> <ul style="list-style-type: none"> <li>Trips must be scheduled 72 hours in advance.</li> </ul>