



Your One-Stop Solution for Patient Transportation

Scheduling a Ride

- Call at least 5 business days before your appointment.
- You may schedule a ride up to 30 days in advance.
- Reservations are available Monday–Friday, 7 a.m. to 6 p.m. EST.

For Urgent Trips:

- Call as soon as possible.
- Urgent rides must be scheduled by phone.

What You'll Need When Scheduling:

- Member ID Number.
- Pickup date and time.
- Name and address of medical providers.

Modivcare is leading the transformation to better connect people with care, wherever they are.

We serve the most underserved by facilitating non-emergency medical transportation to enable greater access to care, reduce costs, and improve health outcomes.

Contact & Support

Member Reservation: 1-844-549-8353

Ride Assist Line: 1-844-549-8354

Hearing Impaired: Dial 711 (TTY relay)

For medical emergencies, call 911.



How to Access Routine Transportation



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For Medicaid and CHIP
Members

Modivcare manages all non-emergency medical transportation (NEMT) services for West Virginia Department of Human Services, Bureau for Medical Services (Medicaid) and Children's Health Insurance (WVCHIP)

Our goal is to make it easier for members to get to their medical appointments.

Transportation Services

Transportation type is based on medical necessity and member eligibility.

Types of Transportation Available:

- Public Transit
- Private Provider Transportation, including:
 - Sedan, van, or taxi
 - Wheelchair-accessible vehicle
- Mileage reimbursement

Levels of Service:

- Curb to Curb
- Ambulatory and wheelchair

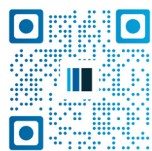
All rides must:

- Be medically necessary
- Be scheduled and confirmed by Modivcare

TripCare for Medical Providers

Medical providers can schedule rides online using the TripCare platform. With TripCare you can:

- Book rides
- Edit/cancel requests
- Upload forms
- Manage recurring trips
- Track trips
- Submit logs online



Request access to TripCare

Scan the QR code or visit modivcare.com/tripcare-resource-center/ to start booking trips today!

Covered Services

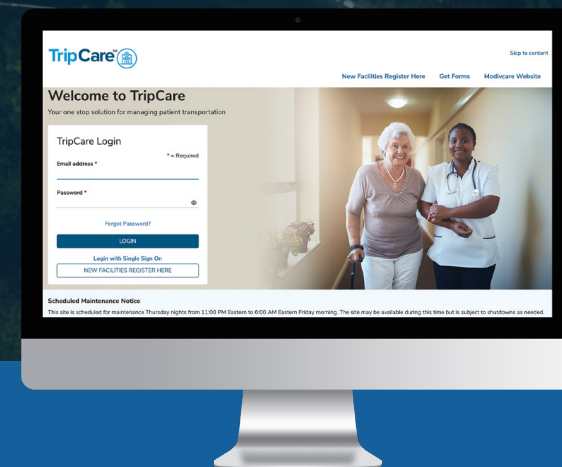
Transportation is available for many types of medically necessary care.

Examples include:

- Doctor appointments
- Counseling
- Dialysis
- Methadone treatment
- Chemo or radiation treatments
- Wound care
- Hospital discharges
- Urgent care visits



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FAQs

What are standing orders? Standing orders are rides scheduled for appointments that happen at least 1 times a week for 4 weeks or longer, at the same time each week.

Does Modivcare help with hospital discharges? Yes. Rides may be scheduled by a facility or the member. Advance notice is appreciated, but not required. Pickup is within 1 hour of the request. Notify Modivcare of any delays or cancellations.

What if transportation is delayed? Contact the Ride Assist Line immediately.

What if a ride needs to be canceled? Call at least 24 hours before the scheduled trip, if possible.

What if I have a concern? For any concerns, please contact Modivcare at: 1-844-549-8354, TTY: 711 or visit www.MyModivcare.com.