



The Modivcare
App makes it easy
to book your rides.

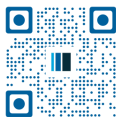


Three ways to download the app:

1. Look for the Modivcare App on the AppStore or Play Store
2. Scan the QR code below
3. Go to **Modivcare.app** and click the link



Manage and track
your trips on the go.
Download the app >

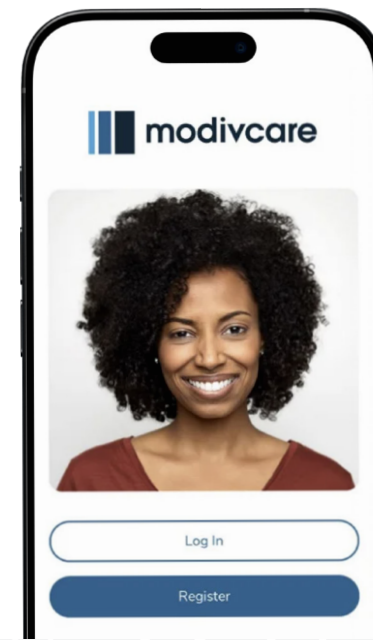


Modivcare manages all non-emergency medical transportation (NEMT) services for West Virginia Department of Human Services.

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



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Ride Booking Made Easy



For Medicaid and CHIP
Members

Routine Transportation

What to Expect When Booking

Connect with Us

Schedule, confirm or change an appointment by using these easy-to-use options:

- **Mobile App**
- **Chatbot**
- **Online Portal**
- **Text/Call**

Tell Us About Your Trip

We will ask questions to better understand where you need to go and what your needs are. Modivcare will determine the most appropriate type of transportation depending on your health condition and mobility limitations at the time of reservation.

We Set It Up

We'll select the best ride option and book your trip.

You're Ready to Go

If you're ready, you can book a ride now!

What Members Can Expect from Modivcare:

- Protected personal & medical info
- Courteous drivers/ Professional service
- On-time transportation
- Rides are limited to your address on file with West Virginia Medicaid

Make a Reservation

Ride Booking Made Easy

With the Modivcare App, you can do everything all in one place!

Drivers are only required to wait 5 minutes past your scheduled pick-up time, so please be ready when your transportation arrives.

Additional ways to book:

- **Online at www.MyModivcare.com**
- **By phone**

Reservation: 1-844-549-8353

Ride Assist: 1-844-549-8354

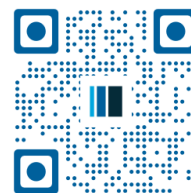
Hearing Impaired: Dial 711
(TTY relay)

For medical emergencies please call 911.

When you call or book online, please have:

- Your Health Plan Member ID
- Name and address of your medical provider
- Day and time of your visit

Get the Modivcare App by scanning this picture with your phone:



FAQs

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

Wheelchairs? Member must supply their own.

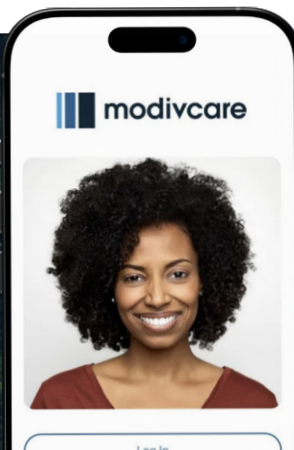
Is there a mileage limit? Yes. The maximum one-way mileage depends on your plan benefit.

Where can I go? Any facility or destination covered or approved by the member's health plan.

What if my appointment is canceled or changed? Please call Modivcare as soon as you can, or at least one day before your ride.

What if I have a complaint? Please call our We Care Line at 1-844-549-8355 or the Customer Assist Help Line Number at 1-844-549-8353. TTY: 1-866-288-3133.

What if I'm unsure of the time of my return trip? If you are not sure when your appointment will be finished, please call the Ride Assist Help Line Number at 1-844-549-8354. Or your medical provider can call: TTY: 1-866-288-3133, to make arrangements for your return trip. Transportation will generally arrive within an hour.



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