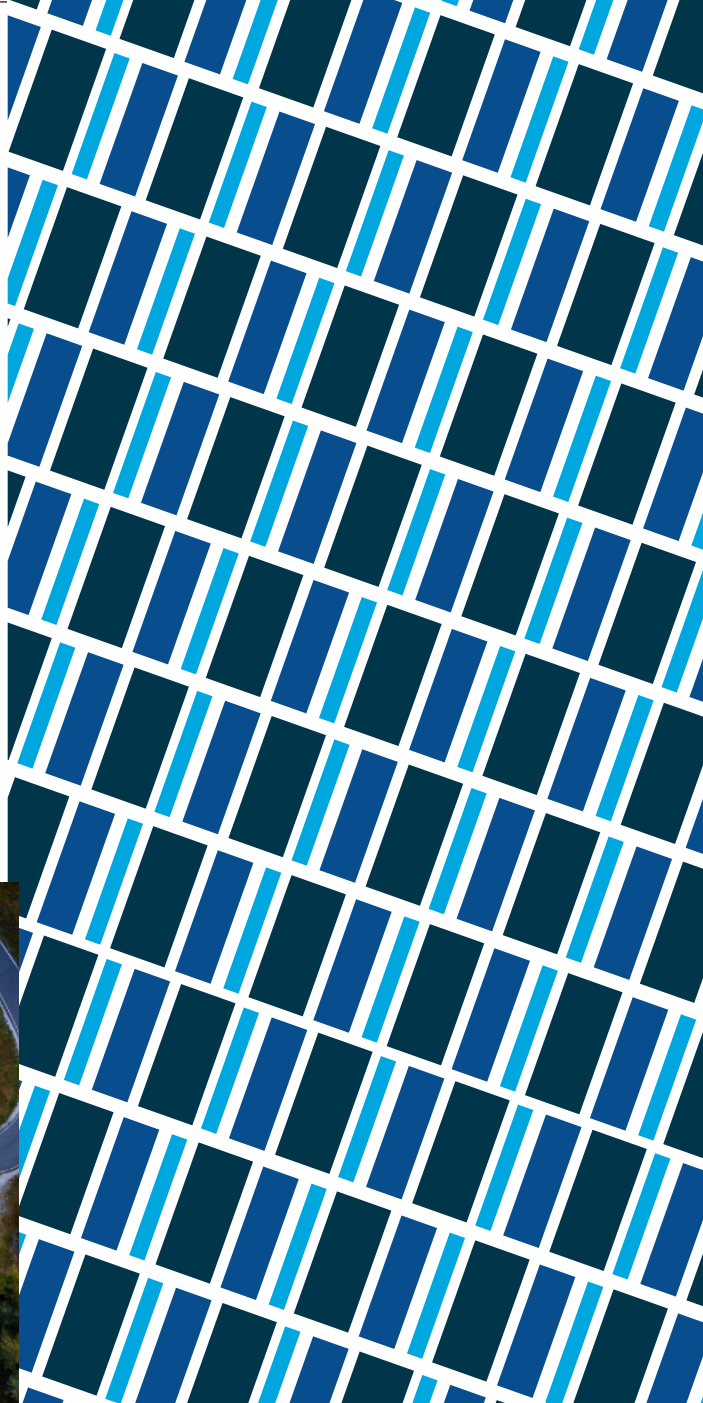


# Need a Ride

As a West Virginia Medicaid member, you may be eligible for transportation services to and from your routine medical appointments. Modivcare manages non-emergency medical transportation (NEMT).

To make a reservation  
call 1-844-549-8353

West Virginia Department of  
Human Services  
500 Lee St. E. Suite 800  
Charleston, WV 25301



## How to Access Routine Transportation



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For Medicaid Members

# Routine Transportation

ModivCare is contracted with healthcare organizations to arrange non-emergency medical transportation (NEMT) for their members.

The type of transportation available to you will depend on your location and condition.

Types include:

- Gas mileage reimbursement
- Fixed route bus
- Private transportation provider

Modivcare will determine the most appropriate type of transportation depending on your health condition and mobility limitations which will be determined when you call to make a reservation.

## Remember:

Trips must be medically necessary (Ex: doctor's appointment, counseling, dialysis, etc.)

Transportation will only be provided to and from the members address on record with West Virginia Medicaid..

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

# Make a reservation

## 1-844-549-8353

Member reservation number

## Ride Assist

### 1-844-549-8354

Call this number if transportation is arriving late or to schedule a ride from a facility.

## Hearing Impaired

### TTY 1-866-288-3133

Call for reservation to and from a facility or for assistance if transportation is late.

For medical emergencies please call 911. All telephone numbers are toll free.

**Make reservations Monday-Friday, 7:00am to 6:00pm.**

Please call at least 5 business days in advance to make a reservation, but not more than 30 days before your appointment.

**Please have the following information available when making your reservation.**

Your member ID number  
Name and address, and phone number of medical providers  
Appointment day and time.

# FAQs

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

**Wheelchairs?** Member must supply their own wheelchair.

**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 cancelled or rescheduled?** Please call as soon as you're able and let Modivcare know the change in schedule, ideally as least one day before the scheduled pick up time.

**What if I have a complaint?** Please contact Modivcare through your **Ride Assist Help Line Number at 1-844-549-8354 (Hearing -impaired members call: 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 end, please call the **Ride Assist Help Line Number at 1-844-549-8354. (Hearing impaired members can call: TTY 1-866-288-3133.)** to make arrangements following your scheduled appointment. Transportation will generally arrive within an hour.