

Need a ride?

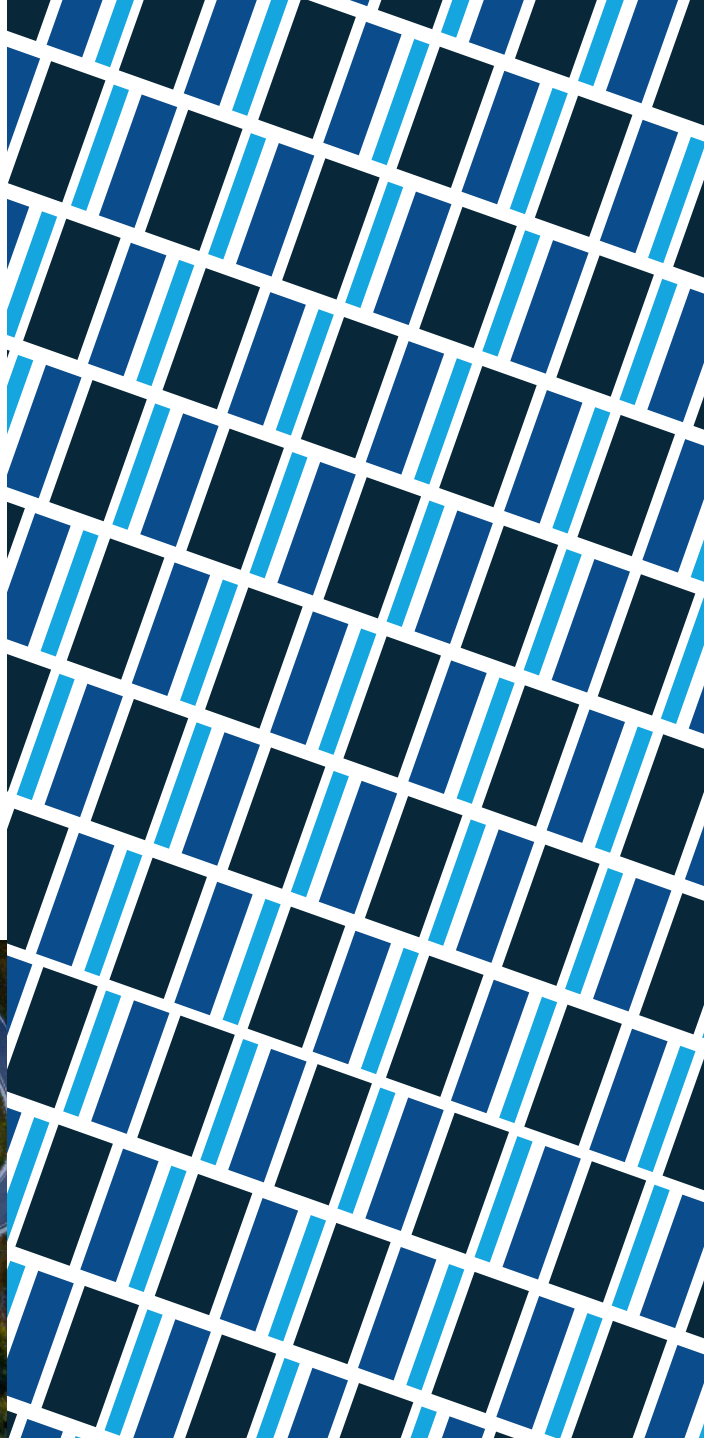
As a West Virginia Medicaid member, you may be eligible for transportation services to and from your routine medical appointments. ModivCare manages non-emergency medical transportation (NEMT) for West

Virginia Medicaid members. Call us today and one of our ModivCare professionals will help you schedule a ride.

To make a reservation

call: 1-844-549-8353

West Virginia Department of Health
& Human Resources
602 Virginia St. E.
Charleston, WV 25301



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How to Access Routine Transportation

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For Medicare 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 member's 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 reservations 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 ET.

Please call at least 3 business days in advance to make a reservation, but not more than 2 weeks before your appointment.

Please have the following available when making your reservation:

- Your Member ID number
- Name & address 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 at 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 can 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.