

<b>Phone Contact Information</b> All phone numbers are toll-free	
<b>Reservations:</b> 855-251-7092  <b>TTY:</b> 866-288-3113	<ul style="list-style-type: none"> <li>Open Monday-Friday, 8:00 am-5:00 pm EST</li> <li>Closed Saturdays, Sundays and national holidays</li> <li>Can be accessed by member, member’s representative, medical providers and SCO CM Staff</li> </ul>
<b>Ride Assistance:</b> 855-251-7093  <b>Standing Orders:</b> 866-779-6330	<ul style="list-style-type: none"> <li>Use to ask questions about an already scheduled trip</li> <li>Accessible as an option on the main Reservations line</li> <li>Can be accessed by member, member’s representative or medical providers</li> <li>Standing Orders line may be used by SCO CM Staff <b>only</b></li> </ul>
<b>Exceptions:</b> 855-483-6530	<ul style="list-style-type: none"> <li>Used for re-occurring or complicated trips</li> <li>Can be accessed by medical providers and SCO CM Staff <b>only</b></li> </ul>

<b>Additional Contact Information</b> ** Do not use for immediate changes or concerns. ** Contact the Ride Assistance line for these requests.	
<b>For Members:</b> <a href="https://member-beta.logisticare.com/">https://member-beta.logisticare.com/</a>	<ul style="list-style-type: none"> <li>Trips can be requested, modified and cancelled 24/7</li> </ul>
<b>For Providers/CM Staff:</b> <a href="https://tripcare.logisticare.com/login">https://tripcare.logisticare.com/login</a>  <i>(Links confirmed after rebranding – Jan 2021)</i>	<ul style="list-style-type: none"> <li>Requires registration with ModivCare (<i>see your manager for access</i>)</li> <li>Trips for multiple members can be requested, modified and cancelled</li> </ul>
<b>Fax:</b> 866-428-1970	<ul style="list-style-type: none"> <li>Forms are available for single trips or standing orders</li> <li>Contact the Exceptions line above for access to forms or for questions about fax orders</li> </ul>

**Standard Trips require a 3 business day notice (2 business days + day of trip):**

- Standard Trips may be booked **up to 2 weeks** in advance
- Business days are Monday-Friday (excluding national holidays)
- Members are allowed three courtesy trips that can be used if they forget to call in advance for standard trips

**Urgent Trips:**

- Urgent trips must fall into one of the following categories to be considered urgent:
  - Hospital discharges
  - Follow-up or pre-operative appointments
  - Admissions to nursing homes or hospitals
  - Outpatient surgery
  - Appointments for new or urgent medical conditions

- Dialysis-related appointments
- *ModivCare will do their best to find a transportation provider when the agency has less than a 3 business day notice. Please remember:*
  - ModivCare Customer Service agents will contact the Routing department immediately to secure a provider for the trip
  - ModivCare will be unable to guarantee the trip until a provider is found.
  - It is more challenging to secure wheelchair vans and stretcher/ambulance service on short notice
  - It is the CM's responsibility to create a follow up plan with ModivCare to ensure that the member's needs are met
  - Should ModivCare be **unable** to find a trip provider, the CM is **able** and **encouraged** to contact the ASAP for assistance through their vendors

#### **Modes of Transportation:**

- **Ambulatory** – Most often used; Member can walk without assistance or with the aid of their own mobility device
- **Wheelchair Transfer** – Considered a type of ambulatory transport; Member uses their own wheelchair but can transfer to a vehicle seat
- **Wheelchair Transport** – Member remains in their wheelchair and cannot transfer to a vehicle seat for transport
- **Stretcher Transport** – Member is transported on a stretcher from inside residence to inside facility on a stretcher with a team
- **Non-emergency Ambulance** – Member is on a stretcher, but also needs specific medical assistance during transport (i.e. oxygen monitoring)

**Additional Transportation Options:** These options must be requested at the time of reservation.

- **Non-medical Trips** – One round trip per month (or two one-way trips) within 20 miles or less; Standard notice is required; Transportation cannot be reserved to the airport or casinos
- **Door-to-Door** – Member may request light (not lifting or body-moving) assistance between the vehicle and entrance way
- **Standing Orders** – If member has at least three trips per week for three or more months, one reservation can be made for the series (i.e. dialysis, chemotherapy, etc.)
- **Specialized Bariatric Transport** – Member's accurate height and weight may be requested to determine if special bariatric support is needed
- **Member Escort** – Up to two friends, family members or caregivers may accompany the member, but this needs to be requested in the initial reservation; Transportation cost will only be covered for medically necessary attendants; Service animals are allowed

- **Solo Trips** – If the member does not want the driver to pick up other passengers during the trip, they will need to request that there be no Ride Sharing on the trip (even during the pandemic)
- **Lyft** – May be used as a last resort for ambulatory trips; Scheduled by ModivCare, not the member

### **What members can expect:**

- By default, all service is **curb-to-curb**, except stretcher or door-to-door
  - If members need **door-to-door assistance**, it must be requested during the reservation, or driver will not know it is needed
  - Physical lifting or member advocacy **are not available** from drivers, so assistance cannot be clinical in nature
- Members must have their own mobility devices (such as wheelchair or walker)
- To ensure a successful trip, be sure to have these details when making a reservation:
  - Pick up and drop off addresses
  - Contact numbers where the member can be reached before/during the appointment
  - Pick up times are **30-minute windows**, so be sure to allow enough time to get to the appointment
- If the appointment length is not known or could be delayed, a **Will Call** can be requested
  - The member/caregiver will call ModivCare for their return trip, and ModivCare will return within **1 hour**
- ModivCare will provide **confirmation numbers** which are the easiest way to get information about scheduled trips
- **Multi-loading or Ride Sharing** is permitted as long as no member travels 45 minutes longer than if they had traveled directly
  - CM must notify ModivCare if multi-load is not possible for a member

### **Pharmacy Stops:**

- Members can make one stop to a pharmacy to pick up medications after their MD visit
  - Members can schedule to go to the pharmacy when their ride is booked if the need for a pharmacy stop is known
  - Members should be encouraged by their RNCM to include a pharmacy stop in their booking when returning home from the hospital or SNF
  - If Members determine they need a pharmacy stop **AFTER** their appointment, they **MUST** call ModivCare and request this stop be added to the return trip
    - There may be times that this request cannot be accommodated.
  - Drivers will only wait 15 minutes at the pharmacy

## Lab Appointments:

- Members can schedule rides to and from the lab for lab work when their ride is booked, if they know in advance of an appointment
- Because lab work tends to take longer than a pharmacy trip, the driver may not be able to wait and may need to return later
- If a provider has ordered lab work following a scheduled appointment, members may contact ModivCare and request the additional stop, knowing the request may or may not be accommodated

Covered Services		
Alcohol Abuse Evaluation to Enter Treatment	Hospital to Hospital	Transplant Services
Alcohol Rehabilitation	Immunizations	Transportation to/from Urgent Care Facility
Alcoholics Anonymous (AA) Meetings	Laboratory Services	Weight Control Programs
Allergy (doctor visits, testing and injections)	Mammogram	
Alternative Health Care (e.g. acupuncture)	Narcotics Anonymous (NA) Meetings	<b>Excluded Services</b>
Ambulatory Surgery Centers	Nursing Home to Nursing Home	Abortion
Cardiac Rehab	OB/GYN services	Cosmetic Surgery
Chemotherapy	Occupational Therapy	Experimental Medical Procedures/Drugs
Chiropractor	Optical – Contact Lenses/ Eyeglasses Pickup	Family Planning Clinic Services
Counselor	Optical – Exams	Hospital Visitation (i.e. mom to see newborn)
Court Ordered Medical Exams or appointments	Orthotic Services	Infertility Services
Dental Exams & Services	Pain Management	Lamaze Classes (or similar birthing class)
Diabetic Supplies and Education	Physical Therapy	Lead Screening/Testing
Drug Abuse Evaluation to Enter Treatment	Physician Services	Orthodontics (under age 21)
Drug Rehabilitation	Podiatry	Pediatric Services
Durable Medical Equipment	Prosthetic services	Social Security Office (SSI)
Federally Qualified Health Centers (FQHC)	Psychiatric Facility	SSI Determination Medical Appointment
Foot Care (Routine)	Psychiatric Services	Vocational Rehabilitation
Group Therapy	Psychiatrist	WIC Appointments – During/After Pregnancy
Healthy Living Center of Excellence Programs	Psychologist	
Hearing Aids (testing, fitting, repairs)	Radiation Treatments	<b>Any other services not listed are <u>excluded</u></b>
Hospital – Admission/ Discharge/Outpatient Services	Radiology Services (X-rays, MRI)	
	Rehabilitation Services	<b>** Members may use their non-medical trips for these services. **</b>
	Rural Health Clinic Services (RHC)	
	Self Help Group Meetings	
	Smoking Cessation	
	Social Worker	
	Speech Therapy	
	Support Groups	