

MHP Transportation Grid

Health Plan Name	Member Contact numbers			Transportation Coverage/Policy			Provider Contacts		Additional Information			
	Customer Service No.	24 hour Access No.	How to access transportation	Contract	Routine	Urgent	Case Management contact	Provider Grievance and appeals contact	Additional Riders	Urgent Transportation contact	Complaint turnaround time	If a member misses his/her appointment due to the transportation company
Blue Cross Complete of Michigan	1-800-228-8554	1-800-228-8554	1-888-803-4947 Access2Care Transportation	To and from doctor's appointments, including outpatient mental health visits covered by the health plan and vision services. Trips to the pharmacy for Rx fills, child birthing classes	2 days in advance	Same day when possible, otherwise following day	Medical Management Marge Worth 248-799-6367	Blue Cross Complete Customer Service toll free number 800-228-8554	Recommends just patient. Call ahead for exception/no fee charged. If child is 4'9" or under 8, patient must provide car seat for each child. We do allow for one additional ride. In addition, if an adult needs to transport additional children because they don't have child care we do allow for that.	Member calls the Access2Care Customer Service line at 1-888-803-4947. If the member needs assistance they may also contact Blue Cross Complete Customer Service at 1-800-228-8554 M-F 8:00 a.m. - 5:30 p.m.	Customer Service will handle immediately and place note in member's file. If escalated complaint, member is transferred to the manager who will follow-up the same day. Documentation placed in member's file	If cab is running late, member is called and asked if they can still make the appointment if they are late; if not, they ask member to reschedule the appointment. The 48 hour rule is waived, and member will be transported to the next available appointment – even if it's the same day
CoventryCares of Michigan	1-866-314-3784	1-866-711-6664 (Nurse Line)	1-800-947-2133 (MTM Trans.)	Non-Emergent Transportation	3 days	Same day for urgent after appt. is verified.	Rochelle Tramble 313-465-1529	Gina Kendrick 313-465-1509	One adult or the member's children are allowed to be transported. Car seats are provided	The member can contact the transportation vendor, MTM (1-800-947-2133); however the urgent appointment will be verified before providing urgent (non-emergent) transportation.	Grievances = 30 days, Appeals = 30 days, Expedited Appeals = 72 hours	CoventryCares' Customer Service will work with the member and provider the same day, if needed to assist in getting the appointment scheduled. Once the appointment is scheduled, MTM can arrange for regular or urgent transportation.

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HealthPlus Partners	1-800-332-9161	1-888-676-1783	To and from doctor's appointments, including mental health, vision, pharmacy, classes (child birthing or health education), lab, x-ray, and caseworker for re-determinaiton processing. (Transportation to and from all services covered by HealthPlus Partners)	Cab service for ABAD, Seniors, and those determined medically necessary by their physician - 24 hours notice; Mileage vouchers, bus passes, your ride passes - 3-5 business days for mailing of passes	Routine requests - contact 1-888-676-1783 toll free minimally 24 hours in advance for cab service if the member is ABAD, pregnant, senior, dual eligible or if there is a medical need for which a member should have a cab transport. Bus passes, Your Ride passes, and mileage vouchers should be requested 3-5 business days prior to appointment to allow mailing time.	In a urgent situation a member can contact 1-888-676-1783 . Services can be accommodated usually the same day (depending on time of call) or the next day. Out of town (Ann Arbor, Detroit, etc.) transports will depend on vendor availability.	HPP toll free Customer Service Line 1-800-332-9161	Providers can contact HealthPlus Provider Network Staff through HPP Customer Service at 1-800-332-9161.	Permitted only if it is a Mother or guardian with minor children or a needed caregiver for the member. This must be identified at the time the ride is scheduled.	Call 1-888-676-1783	Complaints pertaining to transportation are turned around within 24 hours unless it requires assistance from a provider to resolve which may add a day e.g. rescheduling an appointment to reschedule the transport.	The member should contact HealthPlus Customer Service.
McLaren Health Plan	888-327-0671	MHP toll free Customer Service 888-327-0671	Members call MHP toll free Customer Service to arrange for transportation.	Transportation is available and is arranged for our members for covered health care services.	Transportation requests must be submitted at least 24 hours in urban areas and 48 hours in rural areas prior to the appointment.	Contact MHP toll free Customer Service at 888-327-0671 to request same or next day transportation needs.	MHP toll free Customer Service 888-327-0671	MHP toll free Customer Service 888-327-0671	We provide transportation for a guardian or minor.	Members may contact MHP Customer Service at 888-327-0671	MDCH approved process.	As soon as possible. MHP toll free Customer Service 888-327-0671

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Meridian Health Plan	1-888-437-0606	1-888-437-0606	Call 1-800-821-9369 to arrange non-emergent transportation including gas reimbursement, public transportation, and sedan service.	Non-Emergent Medical Transportation to and from covered services including stops at the pharmacy, prenatal and postpartum care as well as stops at the pharmacy. This includes bus passes, mileage reimbursement and sedan service.	5 days advance notice is required for sedan service and public transportation. Mileage reimbursement requests are due up to seven days after the date of service.	Please contact MHP at 888-437-0606 for assistance with same day or next day trips. MHP will work with you and the transportation providers to make sure you have access to the care and services needed especially as they relate to maternity care. If you frequently have urgent trips and mileage reimbursement isn't an option, a monthly bus pass may be provided if you live on a public transportation route.	Call MHP Customer Service at 888-437-0606 to reach the MHP Maternity Team. The maternity team will assist with making you have needed care during and after your pregnancy for you and your newborn.	Call MHP Customer Service at 888-437-0606	Transportations is provided for an additional rider for adult members requiring assistance or for an adult accompanying a minor.	Please contact MHP at 888-437-0606 for assistance with same day or next day trips. MHP will work with you and the transportation providers to make sure you have access to the care and services needed especially as they relate to maternity care. If you frequently have urgent trips and mileage reimbursement isn't an option, a monthly bus pass may be provided if you live on a public transportation route.	Transportation complaints are typically resolved the same day. If they can't be resolved the same day, the complaint will follow the required 15 day resolution timeframes.	Please call 1-800-821-9369 if your sedan service has not arrived on time and you are at risk of missing your appointment. To file a complaint or receive assistance with rescheduling your appointment and transportation, please call MHP Member Services at 888-437-0606.
Midwest Health Plan	1-888-654-2200	1-888-654-2200 seamless transfer to "Team Health" for after hour calls	Members call Customer Service at 1-888-654-2200	Transportation to providers offices for covered health care services.	4 Business Day Notice	Upon availability of transportation schedule and availability of driver.	Pam McGrath 1-888-654-2200	Marjorie Sims 1-888-654-2200	We accommodate any valid needs for a caregiver to go with the member. Car Seats are available upon request at the time transportation is being scheduled.	Member contacts Customer Services staff at 1-888-654-2200	Midwest follows MDCH and OFIR required process to handle all complaints	Call Customer Service at 1-888-654-2200 and we will assist you.

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Molina Health Care	1-888-898-7969	1-888-898-7969	1-888-898-7969. or Logisticare directly at 1-888-229-2295	To and from doctor's appointments, including outpatient mental health visits covered by the health plan and vision services. Trips to the pharmacy for Rx fills, child birthing classes	3 days	Contact the health plan's Customer Service number to request same or next day transportation for urgent medical services	MHP - Pat Fenn at 1-888-562-5442 ext. 155428 Foster Care/CSHCS - Jennifer Wojnar at 1-888-562-5442 ext. 151762 Behavioral Health Greg Matzelle at 1-888-562-5442 ext. 150826 or General Case Mgt. - Margaret Weller 1-888-562-5442 ext. 151703	Camille Adams at 1-248-925-1809	Yes additional family members will be transported. Transportation providers are required to comply with State law and provide car seats when needed.	Deborah Johnson at 248-925-1813	Transportation complaints are usually resolved at the time of the call. Complaints that are not resolved at that time follow MHP's formal grievance policy.	Same day trip within 2-4 hours can be arranged when possible, Contact Deborah Johnson. (Urgent Transportation Contact)
PHP - FamilyCare	1-800-661-8299	1-800-661-8299 (after hours answering service for PCP, Eligibility, Nurse on call)	Members call PHP FC, Customer Services Dept to arrange for transportation, or can leave a message on our transportation mailbox (checked frequently throughout the day/daily)	Covered Services: Medical, Mental Health (20 outpatient visits), Vision, Pharmacy	5 days	If possible, same or next day for urgent	PHPMM-FC Customer Service	5 days for Customer Service to notify the member, orally or in writing, that they have received the grievance after the grievance is filed; 30 calendar days from receipt of grievance to communicate to member orally or in writing the outcome of grievance.				

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Priority Health Gov. Programs	1-888-975-8102	1-888-975-8102	Members can call 1-888-975-8102	Non -Emergent Transportation to and from doctor appointments	4-5 days notice	Member should call 1-888-975-8102 for transportation for Urgent Care Services. Priority Health will make every attempt to schedule same day pick-up or within 24 hours if Vendors are available.	1-888-975-8102	1-888-975-8102	Members must notify Priority Health when scheduling appointment to ensure availability	Tywanna Jones @ 1-888-975-8102	Complaints related to transportation are resolved within 24 hours.	If a member has missed his/her appointment due to the transportation company not showing up, the member, caregiver or MIHP representative should contact Tywanna Jones @ 1-888-975-8102 to get rescheduled.
ProCare	1-877-255-3055	1-877-255-3055 After hours calls are handled by AMBS Call Center	Members can call 1-877-255-3055	Non-Emergent Transportation to and from member appointment	72 hour notice	Member should call 1-877-255-3055 for transportation for Urgent Care Services. ProCare will make every attempt to schedule same day pick-up or within 24 hours.		Bonnie Herndon 313-267-0304	Members must notify Pro Care when scheduling appointment to ensure availability	Member should call 1-877-255-3055 for transportation for Urgent Care Services	Complaints related to transportation are resolved within 24 hours.	The member should contact Bonnie Herndon 313-267-0304 or contact Member Services at 1-877-255-3055
Total Health Care	1-800-826-2862	1-800-826-2862 (Care Coordination Assistance)	Members can call 1-800-826-2862 ext 408; or directly at 313-871-6408	To and from doctor and specialist appointments, including WIC appointments, mental health, vision, and health education classes.	4 days	In a urgent situation a member can contact the THC's UR Department at 1-800-826-2862 (option 4) and transportation can be accommodated usually the same day (depending on time of call) or the next day	Mae Martin 313-871-7898	Pamela Dixon 313-871-7816	Yes we cover 1 - 3 additional riders Car seats are provided however members, caregivers, or MIHP representatives MUST let vendors know (when scheduling) if a car seat is needed.	Mae Martin @ 1-800-826-2862 x 898	Our transportation company handles all complaints ASAP	If a member has missed his/her appointment due to the transportation company not showing up, the member, caregiver or MIHP representative should contact Pamela Dixon @ 313-871-7816 to get rescheduled.

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UnitedHealthcare Community Plan	1-800-903-5253	1-800-903-5253	By calling 1-877-892-3995 transportation vendor (Access2Care)	To & from doctor visits, medical supply companies, dialysis clinics, health departments, MIHP, any family planning clinic, hospitals for non-emergency care, vision clinics	4 days for routine	Immediately if driver is available, but not guaranteed	UnitedHealthcare Community Plan Customer Service 1-800-903-5253	Olivia Holt 1-800-903-5253 (ext. 4207)	Transportation is available for the member ONLY unless the member is a child or an adult in need of assistance	Any transportation rep at Access2Care can handle urgent transportation needs or the member can call the UHC CP Customer Service number and they will work with the transportation rep.	We use the same time frames that MDCH & OFIR mandate.	Any transportation rep at Access2Care can be called to handle these situations or call the UHC CP Customer Service Number and we will work with the transportation rep.
UPHP	1-800-835-2556	1-800-835-2556 (Answering Service after hours, no "Nurse On Call" service)	UPHP provides transportation through in-house system of volunteer drivers, buses, taxis, etc.	To and from doctor's appointments, including mental health (for 20 visit benefit, not CMH visits) and vision visits. Non-emergent travel to and from an authorized in-patient stay. Trips to the pharmacy for Rx fills, child birthing classes, MIHP appointments, health education classes.	5 business days notice for driver assistance; less strigent for mileage reimbursement but we like to stick to 5 business day notice.	UPHP will reimburse member for Urgent Care mileage if notified within 24 hours or next business day of visit; cannot provide same-day transportation assistance with a driver.	Nikki Sandstrom 1-906-225-7784/1-888-904-7526	Melissa Holmquist 1-906-225-7157/1-888-904-7526	One adult with a child under 18 years of age. In some circumstances we pay for a caregiver to go with the member but these are medically necessary and are approved ahead of time by Transportation Coordinator. Car seats are not provided.	Transportation Coordinator, 1-800-835-2556. UPHP cannot provide rides other than taxi or bus (if available in the area) less than 5 business days notice but will reimburse the member for a family member or friend to take them to urgent appointments, if they call us within 24 hours or 1 business day of the urgent appointment.	Complaints are resolved at the time of call when possible, complaints that are not resolved within 24 hours become a grievance.	Member or guardian (of member if a child) would be responsible to reschedule the appointment and to reschedule transportation. UPHP needs a 5 business day notice to provide a driver unless the member is in an area that has a taxi service and in that case, same day transport may be available.